



# CRYSTAL CHEN

## CONTACT

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## ADDRESS

408 Sin Ming Ave  
#06-201  
Singapore, 570408

## WORK EXPERIENCE

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### Research Assistant

#### *National Institute of Education*

#### *Office of Education Research – Centre for Research in Child Development*

Aug 2022 – Jan 2023

- Collected data for the 'Growth in Bilingual and Biliteracy Development: Experiential, Individual and Experiential Factors (GiBBer)' research project under Principal Investigator, Dr. Beth O'Brien
- Used standardised tools to assess children from various kindergarten and primary school cohorts in Singapore in their bilingual abilities
- Linguistic assessments administered include Morphological Awareness Task (MorphAwareDM3), Reading Comprehension (MAZE), Sentence Repetition Task (SRT), etc.

### Behavioural Therapist

#### *Nurture Pods*

July 2022 – present

- School shadowing of children with special needs and providing support in their personal, social, and intellectual development
- Creating individualized intervention programs such as social stories and reward systems to facilitate appropriate behaviours
- Writing behavioural progress reports and liaising with children's parents

### Clinic Support Intern

#### *Thrive Psychology Clinic*

Sep 2021 – Jan 2022

- Dealt with administrative tasks (e.g., booking client appointments, settling payment transactions)
- Front-desk receptionist duties, such as handling incoming and outgoing phone calls
- Maintained relationships with children and their parents
- Created psycho-education articles and social media posters, as well as other mental health resources under the marketing department

### Retail Events Crew

#### *Zara*

May 2021 – June 2021

- Provided good customer service by assessing customers' needs and suggesting solutions in a prompt manner

- Maintained a professional attitude with sincerity and enthusiasm when resolving conflicts, so as to prevent escalation and ensure customer satisfaction
- Developed better understanding of people from interacting with customers from all walks of life

#### **Sales Associate**

##### **Royal Sporting House**

Dec 2020 – Feb 2020

- Built customer loyalty through fostering good interpersonal relationships
- Maintained good product knowledge and awareness of promotional sales
- Ensured thoroughness in stock-keeping duties and assisted in inventory control such as updating records and detecting discrepancies between records and stocks

#### **Market Research Intern**

##### **Kantar**

Feb 2020 – April 2020

- Involved in market research projects, particularly supported in administrative duties
- Assisted in editing and proofreading transcripts for interview dialogues
- Utilized Microsoft Excel to tabulate market research statistics
- Maintained clear communication with co-workers and superiors, and efficiently fulfilled designated tasks as a team player

### **EDUCATION**

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#### **University at Buffalo, State University of New York (Singapore Institute of Management)**

Aug 2020 – May 2024

Bachelor of Arts in Psychology (Hons)

CGPA: 3.74/4.0

Recipient of the SIM-UB Scholarship 2023

Relevant modules: Scientific Inquiry, Psychological Statistics, Advanced Research Methods

#### **Anderson-Serangoon Junior College**

Jan 2018 – Dec 2019

GCE 'A' Level

#### **Ang Mo Kio Secondary School**

Jan 2014 – Dec 2017

GCE 'O' Level

### **SKILLS AND ABILITIES**

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- Skilled in academic research
- Basic knowledge of statistical programs (e.g., SPSS, NVivo)
- Strong knowledge and interest in developmental psychology
- Experience in working with children
- Self-motivated team player
- Possess high enthusiasm and willingness to learn
- Ability to work independently
- Fluent in written and verbal communication skills (English and Chinese)

## HONOURS AND ACTIVITIES

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### **SIM-GE Student Ambassador**

July 2021 – present

- Honing leadership skills through being a representative of the school and orientating prospective SIM students

### **Subcommittee Member**

#### ***SIM i-Care Club***

May 2021 – present

- Planning and strategizing volunteer events
- Liaising with external organizations to propose and coordinate activities
- Promoting events and outreach programs on social media platforms
- Directed a sub-campaign in collaboration with Singapore Red Cross and raised \$2000 to help the less fortunate groups during COVID-19

### **Subcommittee Member**

#### ***Silver Ribbon (Singapore) Youth Chapter, Events Committee***

Jan 2021 – present

- Creating content on social media platforms to raise awareness about mental health issues
- Creative planning in projects and campaigns to raise mental health literacy

### **Member**

#### ***Volleyball CCA, Anderson-Serangoon Junior College***

Jan 2018 – May 2019

- 3<sup>rd</sup> runner up for both 2018 and 2019 'A' Division Girls Volleyball
- 2<sup>nd</sup> runner up for Volleyball Associate of Singapore (VAS) Open Cup
- Awarded the Colours Award in recognition of sporting excellence in volleyball

### **Member**

#### ***Volleyball CCA, Ang Mo Kio Secondary School***

Jan 2015 – Jan 2017

- 1<sup>st</sup> runner up for 2015 Inter-school Volleyball Competition (South Zone)
- 2<sup>nd</sup> runner up for 2016 and 2017 Inter-school Volleyball Competition 2016 (South Zone)
- Received the Outstanding Contribution award for volleyball in 2017
- Awarded Edusave Scholarship and Award for Achievement, Good Leadership and Service (EAGLES) in 2017 by Ministry of Education

## OTHER CERTIFICATES

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### **Certificate for Understanding Persons with Intellectual Disabilities**

Awarded by Social Service Institute in 2021

### **Certificate in Practical Counselling (Basic)**

Awarded by Academy of Human Development in 2021

### **Micro-credential in R Programming for Data Analysis**

Awarded by SIM Global Education in 2021

### **SPSS Statistical Essential Training**

Awarded by LinkedIn Learning in 2022

### **SPSS for Academic Research**

Awarded by LinkedIn Learning in 2022

### **Qualitative Analysis with NVivo 12**

Awarded by Udemy in 2022