

Ms Yan Shu CHENG

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Education

- Bachelor of Arts (Psychology), Yale-NUS College, 2021
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Professional Experience

OCTOBER 2021 – NOVEMBER 2023

Senior Student Success Manager, Crimson Education

- Conduct monthly student check in sessions and monitor tutor and mentor performance. Ensure smooth delivery of student services and resolve daily conflicts and escalations (from technical issues to child safety concerns).
- Supported 100+ students with their college application to top 50 US Universities and top 10 UK Universities together with strategy consultants.
- Provide training and peer support for new staff (4 in the past year).

JULY 2020 – JUNE 2021

Residential College advisor, Yale-NUS College

- Mentored 11 first-year college students, facilitated orientation discussions, workshops, 1:1 sessions and organised monthly social events for them.
 - Managed crisis and across campus via 8 semesterly duty shifts from 12–24 hours.
 - Provide academic, first-generation, mental health and survivor support.
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Building Resilience during College Transition

- Implemented an online intervention program that aim to teach first-year students how to build resilience by adopting a growth mindset.
 - Conducted a randomized controlled trial to test the effectiveness of the intervention along with a 2-week longitudinal follow-up.
 - Conducted within Yale-NUS College to support with their residential curriculum modules.
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Short Biography

Belinda graduated from Yale-NUS College with a Bachelor of Arts with Honours in Psychology. She is interested in how cultural traditions and values enable or hinder the policy-making process for future generations. She will be assisting PI, Associate Professor Gregory Clancey, in his project on the historical development of the animal-based drug trade across East and Southeast Asia.

Dec 2023

Awards/Grants and Distinctions

Bachelor of Arts with Honours, *cum laude*, May 2021