

# TAPCHIN DAWURANG

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## EXPERIENCE

### **HIHO SILVER – SALES ASSOCIATE & SOCIAL MEDIA COORDINATOR (SEASONAL)**

**DEC. 2024 – JANUARY 2025**

- Provided personalized customer service by assisting clients in selecting jewelry that matched their needs, preferences and budgets.
- Utilized strong product knowledge to drive sales, effectively upselling and cross-selling to achieve and exceed sales targets.
- Developed and executed social media strategies by aligning content plans with brand goals, creating engaging multimedia content, and managing platforms like Instagram, Snapchat, and TikTok.
- Prepared performance reports weekly, offered data-driven recommendations, and planned targeted advertising campaigns to boost brand awareness.

### **STICKYBIT3S – CHEF & ADMINISTRATIVE ASSISTANT**

**JUNE 2024 – NOVEMBER 2024**

- Managed 50+ online orders per day, ensuring timely and accurate delivery of products to customers.
- Monitored and maintained inventory levels, sourcing high-quality ingredients from reliable suppliers.
- Handled financial operations, including budgeting, pricing, and created financial reports to ensure business profitability.
- Adapted practices to meet market demands and enhance customer satisfaction.

### **THE WHISTLESTOP CAFÉ - WAITRESS & POINT OF SALES ASSOCIATE**

**FEB. 2023 – DECEMBER 2023**

- Provided excellent customer service, ensuring pleasant dining experience to 80+ customers per day.
- Meticulously operated POS system transactions including credit, debit, cash, and refunds to ensure seamless and accurate cash flow.
- Swiftly and successfully resolved conflict, resulting in customer satisfaction 100% of the time.
- Maintained a clean and organized dining area and workstation, going above health and safety standards.

### **SALLYZ - CO-CREATIVE DIRECTOR**

**JULY 2020 – MARCH 2021**

- Partnered in creating and executing collections aligned with brand identity and market trends.
- Co-managed photoshoots, campaigns, and visual media to ensure cohesive and impactful brand representation.
- Conducted research on fashion and art trends while upholding the highest quality standards in design output and final products.

## SKILLS

- Basic coding: C#, R, Java, Python | Graphic Design (Canva, Adobe photoshop, Lightroom) | Microsoft Office Suite: Word, Excel, PowerPoint, Access | Data entry | Social Media Management and strategy

## CERTIFICATIONS AND INVOLVEMENT

- Man-O-War Leadership Training | TACSU Director of Events | Head of Maintenance , 2021. Africa International College | 3<sup>rd</sup> best graduating student, 2021. Africa International College.

**EDUCATION**

**BACHELORS OF SCIENCE – INFORMATION SYSTEMS AND BUSINESS ADMINISTRATION**

TRENT UNIVERSITY - Peterborough, ON

**(Expected completion 2026)**

**REFERENCES:** AVAILABLE UPON REQUEST