

VANESSA LUONG

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SUMMARY OF QUALIFICATIONS

- Earned a Bachelor's degree in communication
- Excellent interpersonal and communication skills
- Experience in working with diverse customers
- Ability to adapt and maintain flexibility
- Strong ability in analyzing and resolving complex issues

CORE COMPETENCIES

- Problem-solving and critical thinking skills
- Detail-oriented and strong organizational skills
- Able to grasp new concepts quickly
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote)
- Intermediate in Adobe Photoshop CC
- Chinese-Cantonese: Intermediate, spoken

EDUCATION

UNIVERSITY OF UTAH — SALT LAKE CITY, UT

Bachelor of Arts (B.A) in Communication, with Strategic Communication emphasis

August 2014 - May 2018

Dean's List: Fall 2017, Spring 2018

WORK EXPERIENCE

ASSISTANT MANAGER

Hollister Co. -- January 2017 - present

- Apply retail KPI knowledge to make strategic decisions that lead to exceeding sales targets
- Adhere to company standards, ensuring store merchandise and cash are safely and professionally handled
- Create sales associates' weekly schedule and assist in new employee recruiting, hiring, and training
- Provide excellent service to customers and resolve customer satisfaction issues when necessary

SOCIAL MEDIA MARKETING INTERN

SeatGiant.com -- December 2017 - May 2018

- Regularly created content and posted on social media platforms (Instagram, Twitter, and Facebook)
- Created brand awareness for the company through Instagram, Twitter, and Facebook
- Marketed and promoted ticket sales through the company's social media platforms

COMPUTER LAB MANAGER

University of Utah -- November 2014 - January 2018

- Responsible for overseeing the computer lab
- Ensured that computers are regularly cleaned and kept up-to-date
- Assisted students with computer issues and handled print charges

DEPARTMENT OF COMMUNICATION ASSISTANT

University of Utah -- September 2016 - May 2017

- Worked independently on analyzing data, conducting research, and creating Excel worksheets
- Created news releases for the Department of Communications website
- Assisted the Director of the Communications Institute and the Director of the John R. Park Debate Society with administrative duties

RECEPTIONIST

InTune Counseling & Coaching -- June 2015 - June 2016

- Welcomed, greeted, and checked clients in upon arrival to the office
- Responsible for answering phone calls in a friendly and professional manner
- Scheduled clients' appointments using an online booking system
- Filed paperwork and maintained a safe and clean office space for the team and clients