



## Skills

HTML

CSS

Javascript

MySQL

Node.js

Expressjs

MongoDB

ReactJS

Communication

Customer Service

Team Management

Tasks Management

Retail Analytics

## Honor Awards

**EOM - (3 time Awardee)**


Swarovski North America, Ltd.

**EOM - (2 time Awardee)**

DFS, Ltd.

# Kate Thao Lam

I am a recent college graduate of Austin Community College and enrolled in the Full Stack Web Development Coding bootcamp at the University of Texas. I am looking for opportunities in web development. I have over 10 years work experience with various retail corporations, both in Vietnam and the US. During this time I have developed the following skills: customer service, team management, task prioritization, and data analytics.

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## Education

### UT Austin BootCamps

Certificate - Full Stack Web Development

October 2022

### Austin Community College

Associates in Business Administration

December 2021

GPA 4.0

Chancellor's Honor Award

## Languages

English - Fluent

Vietnamese - Native

## ☰ Class Projects

### Foodle

Recipe search engine that allows users to search recipes of their favorite dishes. Users were able to save recipes to local storage and watch related videos.

#### Technologies Used

- HTML
- JavaScript
- CSS
- Commercial Web Apis

### Track Stream

Web application that keeps you notified of all the video streaming services you are subscribed too. The application gives a visual representation monthly expesses on streaming services and renewal periods.

#### Technologies Used

- NodeJs
- Express
- Mysql
- Sequelize
- Handlebars
- Express-Session



## Work Experience

### Swarovski North America, Ltd

#### Assistant Store Manager

Nov 2018 - Jul 2021

Round Rock, TX

- Contributed 20%-25% to total store sales.
- Worked with Store Manager on operating strategies to ensure the store meet monthly sales targets.
- Customer service: Utilizing 'clientelling' skills to establish customer relationships and maintain customer loyalty. Handled customer complaints effectively.
- Visual merchandising: Making sure to update the displays periodically following brand's standards and promotional strategies.
- Team management and development: Trained new sale staff on product knowledge, selling skills, and POS proficiency. Troubleshooted issues for the team in store and on phone. Communicated the "hurdles" to the team right before the shifts start to ensure daily sales targets will be achieved.
- Loss prevention/Inventory Management: managing and arranging the stock on a regular basis, daily checking returned stock, weekly checking damaged stock, making sure shipment receiving processes are accurate.

### DFS Group, Ltd

#### Senior Key Account Assistant - Beauty Category

Mar 2013 - Apr 2016

Ho Chi Minh City, Vietnam

- Account Management for multiple luxury cosmetic and fragrance brands such as Christian Dior, Estee Lauder, Shiseido, SKII, L'occitane and other brands for Vietnam region.
- Inventory Management: Responsible for tracking inventory levels, delivering proper and

- Brand Development and Strategy: Responsible for product assortments, requesting and setting up promotions/ events, sales targets, sales staffs commission structures, visual merchandising, and monthly/seasonal markdowns implementation.
- Sales management: Duties included coordination with operations team to ensure sales targets are met.

## **DANH GIA Co., Ltd**

### **Assistant Operation Manager - Lacoste**

May 2012 - Feb 2013

Ho Chi Minh City, Vietnam

- Vietnam regional store manager for Lacoste. Developed teamwork and culture that is aligned with brand's spirit. Established commission policy for sales teams.
- Sales management: set sales targets for all retail stores in Vietnam, monitor teams to obtain sales targets, apply seasonal markdowns
- Inventory management: inventory levels, track and give solutions for slow and bestselling items

## **DFS Group, Ltd**

### **Merchandising Associate - Fashion and Lux Watches**

Jun 2007 - Apr 2010

Ho Chi Minh City, Vietnam