

Tiffany Pham

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Address:

309 E. Springfield Avenue
Champaign, IL 61820

PROFESSIONAL EXPERIENCE

Proctor & Gamble – Box Elder, UT

May 2023 – August 2023

Manufacturing Intern

Gap – Kildeer, IL

April 2021 – Present

Brand Associate

- Maintained personal relationships by focusing on a customer-first mindset and mediating customer conflicts
- Sold reward and credit card services to 40 customers and surpassed monthly company goals by 30%
- Quickly adapted to store procedures to enhance customer interactions

Eye Level Learning Center – Lake Zurich, IL

August 2019 – August 2021

Math Tutor

- Implemented new efficient grading processes which increased grading capacity and fastened turnaround time
- Mentored 25+ students through challenging math concepts that facilitated the education process
- Collaborated with educators to identify effective learning strategies that maximized student growth

Stein Mart – Kildeer, IL

June 2019 – August 2019

Store Associate

- Surveyed 40+ customers for feedback to maximize customer experience in the fitting room
- Assembled 30 display structures using tools to better organize store layout and enhance the customer experience
- Organized and audited inventory of 450+ products on a consistent basis to ensure accuracy of inventory

LEADERSHIP EXPERIENCE & INVOLVEMENT

Illinois Biodiesel Initiative – Champaign, IL

December 2021 – Present

Treasurer

- Communicated with 4 dining halls to collect used vegetable oil to produce biodiesel in a laboratory setting
- Produced 4 different batches of biodiesel that were screened through 8 respective quality and control tests

American Institute of Chemical Engineers – Champaign, IL

August 2021 – Present

Active Member

- Participated in a mentor program that continues to expand knowledge on corporate and campus involvement opportunities
- Attended 5 corporate events to network and develop professional relationships with corporate partners

Special Needs Athletic Program (SNAP) – Lake Zurich, IL

August 2017 – May 2021

Officer

- Planned 3 activities per week, creating a welcoming atmosphere to promote healthy relationships among members
- Worked with over 20 students in preparation for the Special Olympics through weekly exercises

EDUCATION

University of Illinois – Urbana-Champaign, IL

August 2021 – May 2025

Major: Bachelor of Science in Chemical Engineering

GPA: --/4.0

Lake Zurich High School – Lake Zurich, IL

August 2017 – May 2021

GPA: 4.9/5.0

SKILLS & INTERESTS

Tennis • Zion National Park • Photography • Sustainability • Microsoft Word/Excel/PowerPoint/Outlook • Python