

# Christina Phan

Software Development Student

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(509) 230 - 0230

## Education

### **Lewis and Clark High School**

High School Diploma  
2016 - 2020  
GPA 3.11

### **Spokane Falls Community College**

Associate of Arts in General Studies  
2019 - 2021  
GPA 3.65

### **Spokane Community College**

Associate in Applied Science -  
Software Development  
2021 - Present

## Extracurriculars

### **School Orchestra & Ensemble**

2012 - 2020

## Skills

Advanced Japanese  
Conversational Vietnamese  
Foundational UX Design  
Adobe Software  
Foxit Program  
Microsoft Office Suite  
Customer Service  
Touch-typing (85+ WPM)  
Detail-Oriented  
Job Completion / Quality Checks  
Project Collaboration  
Self-Sufficient / Resourceful

## Experience

### **OfficeDepot OfficeMax**

Nov 2018 - Aug 2020

### **Retail Sales**

### **Representative / Stock Associate**

- > Processed upwards of 50 till transactions totaling up to \$7,000 per day
- > Answered 15+ inquiries and fulfilled pull/ hold requests over the phone daily
- > Promoted membership savings programs and enrolled clients in ink subscription/delivery services
- > Troubleshooted standard technology/printer issues and issued quotes for repair
- > Stocked and assisted with inventory operations, store displays, and furniture assembly services
- > Fulfilled and packaged 10+ online shipping, in-store, and curbside orders daily
- > Performed national and international mailing services as a FedEx/USPS partner location

### **OfficeDepot OfficeMax**

Jun 2019 - Aug 2020

### **Print & Design Associate**

- > Designed print products, primarily utilizing Adobe, with up to 10 in-person consultations daily
- > Provided in-house custom print and design services such as banners, prints, stamps, and business cards worth up to \$5,000 daily
- > Input customer orders for outsourcing bulk production requests for minimal turnover time
- > Received 10+ projects, provided quotes, with clients in-person, online, and via phone and e-mail daily
- > Prepared alternatives, add-ons, and revisions to deliver the optimal product for customer satisfaction
- > Communicated timely deadlines while working directly with client and business needs