**Luke Lee**

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**SUMMARY**

* Hardworking, reliable, have strong operational experience, keen attention to details, provides strong customer service experience, works under pressure, fast learner, team player
* More than 4 years’ experience as a manager in a retail industry
* Computer skills: Windows, Mac, Linux, Office, Internet, Email, Word, Excel, PowerPoint
* Class 5 BC Drivers License

**PROFESSIONAL EXPERIENCE**

General Manager 2012 – 2016

* Principal strategist and overall planner – final decision maker
* Handle sales, marketing strategy, and operations of the business
* Makes it sure to have excellent customer service, after service information, and most importantly makes sure customers always get out of the store with a purchase
* Handle stocks procurement, purchasing, inventory and logistics
* Handle and train human resources
* Streamline store operations by implementing computerized automation of processes
* Acquired a second branch within a 6 months of operations

Software Programmer 2004 – 2012

* Plan, write, modify, integrate and test software code
* Maintain and improve existing code base by making modifications proactively or as required
* Identify, communicate, and discuss technical problems and solutions
* Consult with client to collect, develop, and document business or user requirements
* Sometimes leads and coordinate teams of programmers

**VOLUNTEER EXPERIENCE**

Teacher 2008 – 2009

Don Bosco Training Institute – Makati, PH

* Teaching the homeless learn more about computers, math and sciences

**EDUCATION**

International Business Management & Marketing Communications 2017 - Present

Language and Career College of ISS, Vancouver, BC, CA

Bachelor of Science in Applied Economics 2004

De La Salle University – Bogota, CO

**REFERENCES**

* Available upon request