

# Eric Ho

## Assistant Manager - Highline College Bookstore

Auburn, WA - Email me on Indeed: [indeed.com/r/Eric-Ho/888fd46a25af1f25](https://www.indeed.com/r/Eric-Ho/888fd46a25af1f25)

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Assistant Manager

Highline College Bookstore - Des Moines, WA -

December 2014 to Present

- \* Developed and implemented a strategic marketing plan to increase eCommerce with proven growth in sales yearly.
- \* Maintained up-to-date documentation of company processes.
- \* Audited our textbook receiving department and discovered over \$60,000 in receiving errors.
- \* Currently a board member on the Northwest College Bookstore Association.

#### IT Technician II/Buyer

Highline College Bookstore - Des Moines, WA -

June 2008 to November 2014

- \* Increased department sales over \$55,000 in first year of electronics purchasing.
- \* Developed a new full-time position unavailable within the community college bookstore.
- \* Developed a strong relationship with Bellevue College to manage a pilot electronic rental program at Highline College.
- \* Developed a textbook rental program during the infancy of campus driven rental programs.

#### IT Technician

Highline College Bookstore - Kent, WA -

February 2011 to July 2011

- \* Developed procedures to securely dispose of sensitive information on 150 work stations.
- \* Prepare workspaces based on Lean management principles.
- \* Assisted out-of-state help desk with on-site support for over 100 employees.

### EDUCATION

#### Certificate in Project Management

University of Washington - Seattle, WA

June 2015

#### Bachelor of Science in Business Administration

Central Washington University - Des Moines, WA

June 2010