

# JUNHA HWANG

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## ▪ Objective

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Highly experienced and innovative eCommerce Retail expert with a superior record of Internet revenue generation and customer service. Adept at applying the most current creative visual techniques to optimize product visibility and attention. Able to work well independently and as part of an Internet business team.

To bring my strong sense of dedication, motivation, and responsibility and to utilize my skills qualifications obtained through many experiences.

## ▪ Skills

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Bilingual Korean / English

Market research/ customer targeting

Operation management

Customer service relations

Knowledge in Computer programming/coding and in general

Able to multi-task

Fast learner

Great communication skills and team work

Technical Skills: general office work MS Word, Excel, and Publisher, photoshop, illustrator

Able to manage and have experience with Amazon Seller Central, Shopify, Squarespace, E-mail campaign such as MailChimp.

## ▪ Experience

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### **Nex Computer** (2010-2013)

- Break down systems, remove malfunctioning hardware and install new parts.
- Diagnose software issues, install updates or new software.

- On-site troubleshooting for maintaining companies

#### **CAA Transport Dispatch (2014-2015)**

- Maintained verbal contact with driver and customer with immediate updates.
- Gather and maintain route sheet documentation for pick-ups (scheduled, missed, extra pick-ups) route completion and driver locations.

#### **Truliner Logistics (2015-2017)**

- Works directly with clients, providing excellent customer service
- Monitor any sudden route changes or road construction issues and work with drivers to establish new routes for timely deliveries.
- Assists with Scheduling of workflow for drivers.

#### **Scansys Inc Wholesales / E-Commerce (2017- 2018)**

- Daily monitoring of e-commerce platform.
- Develop ecommerce sales strategies to meet revenue and growth targets.
- Implement and utilize analytics to track sales trends and identify opportunities for growth.

#### **Fanco Inc. Apparel E-Commerce/Show Sales (2018-2019)**

- Attended all the shows within U.S (Fame, Trendz, Coast, Magic,etc)
- Worked collaboratively to ensure my team and I met daily business and monthly target goals.
- FashionGo/ LAshowroom/ Orangeshine order processing, follow ups and marketing.
- Follow up with clients daily.

#### **Bozzolo /Shine Imports Inc. Import Apparel Sales (2019-2020)**

- Communicate with production and shipping department to ensure scheduled shipping time.
- Follow up on all company orders and company cut orders.
- Check inventories and communicate with sales team.
- Double check and update all POs into APN system.
- Keep track of containers coming from China, check on any delays and communicate with production team.

- Following up with production process such as fit, PP and TOP sample approval (PP, TOP samples)
- Communicate with production team and obtained required approvals and maintained deliveries.
- Interact with various buyers with outstanding communication.
- Update contents and order care labels
- Update and order price sticker/ticket (from Fineline) for Tilly's, TJ Maxx, YM etc.

#### **Rehab Clothing. Sales/ Retail E-Com (2020-present)**

- Established and operating retail website
- Strong proficiency in boosting sales through improvements to site conversion rates and functionality
- Outstanding skills in web statistics interpretation and application
- Monitor and analyze revenue generation from website traffic information.
- Develop and enforce compliance with company policy and procedures.
- Increased conversion rate and traffic through Internet marketing and promotions. google ads, social media collaboration, Mailchimp, Facebook and Instagram promotions.
- Frequently changing website banner and design Etc. / Costing based on FOB, LDP
- Directing a photoshoot for a lookbook to obtain a good source of photos for e-com platform to ensure to have up to date and trendy photos.
- Follow up with production team to see if all POs are in schedule and maintain pre-order date on all e-com platform.
- Manage social media to maintain current followers and make more traffic to the website
- Sales meeting with buyers to

#### **Education**

Cypress College

UCLA Coding /Computer Science

Full Stack Web Developer