

# Christine Lau

2000 Jasmine Crescent, Apartment 1203, Ottawa, Ontario, K1J 8K4

Tel. (613) 220-1086

Email: chrisy\_hk@hotmail.com

## PROFILE

I am currently in Interactive Media Design, my profession is to design and develop responsive websites for various businesses. I am proficient in Adobe software, motion graphics, and UI/UX designs. I manage team projects in both business and school, which has proven my strong time management and organizational skill. Self-motivated and deliver high-quality results with minimal supervision.

## SKILLS

### Languages

English, Mandarin, Cantonese

### Programming Languages

HTML, CSS

### Content Management System

WordPress, Drupal, Shopify

### Adobe Software

Illustrator, Photoshop, Lightroom,  
Premiere Pro, Audition, Adobe XD

## AREAS OF EXPERTISE

- Microsoft Office Proficient
- Clerical Writing and Emailing
- Professional Communication
- Project Management
- Data Analyst & Advisor
- Decision Making
- Retail Management
- Visual Merchandising
- Sales Supervisor
- Customer Service

## EDUCATIONAL TRAINING

### Algonquin College (diploma)

Business Accounting (Sept. 2012 - May 2014)

### Algonquin College (diploma)

Interactive Media Design (Jan. 2021 - Present)

## CAREER SUMMARY

### Assistant Store Manager

Tumi, Ottawa | Mar. 2017 to present

### Store Manager

Tumi, Ottawa | Aug. 2018 to Feb. 2020

- Develop and maximize client base by focusing on strategic selling techniques and approaches.
- Analyze sales reports to deliver profit plans and profitability targets.
- Coach and lead the team to execute daily sales goals and profit budgets.
- Perform all store operations in accordance with company policies.
- Administrate schedules, timesheet verifications, and payrolls.
- Execute floor sets and campaigns, to ensure the store meets visual merchandising and maintenance standards.
- Recruit quality high-level candidates, provide training and develop a store team of managers.
- Motivate associates with continuous performance feedbacks and necessary training, assist them to meet the current and future position requirements.
- Resolve clients' difficult issues and complaints in a professional manner.
- Monitor stock levels, replenish, and control disbursements.
- Receive and process shipments accurately.
- Maintain store loss prevention awareness and prepare reports of theft incidents.

### Administrative Assistant

Riverside Opticalab LTD., Ottawa | Apr. 2019 to Jul. 2019

- Perform daily invoicing functions within the accounting division.
- Log and process bills or expenses.
- Implement new procedures and administrative systems.
- Generate purchase orders, invoices, and other financial documents.
- Maintain clients' database and ensure information is up to date.

### Fashion Stylish

Nordstrom, Ottawa | Nov. 2015 to Mar. 2017

- Demonstrate and present products' models and styles.
- Manage and plan events for commercial activities and various occasions.
- Answer calls, handle inquiries and arrange appointments with clients.
- Perform routine cleaning and ensuring visual standards are met.

REFERENCES AVAILABLE UPON REQUEST