

## **EXPERIENCE**

### **Nordstrom (Aerotek Contract)—Seattle, WA | Aug 2020 – Current**

#### *Merchandise Specialist*

- Audited and approved purchase orders daily to ensure merchandise flow to distribution centers and warehouses
- Assisted distribution centers and fulfillment centers with products and purchase orders received in error to avoid overflow and increase inventory turnover
- Built rapport with buying offices, internal business partners, and vendors to investigate and resolve blocks and generated reports for purchase order errors

### **Net-Inspect LLC—Kirkland, WA | Jan 2019 - July 2019**

#### *Office Manager/Executive Assistant*

- Created landing pages for company training events and continually monitored page metrics to boost company visibility and customer satisfaction
- Operated a section of the technical help desk regarding account setup and other software product inquiries
- Created standard processes to unify and increase the efficiency of the quoting, invoicing, and payment process

### **Amazon (Aerotek Contract)—Seattle, WA | Jan 2018 - Nov 2018**

#### *Catalog Specialist*

- Trained to analyze and evaluate confidential visual data with field experts to provide input data for research
- Performed root cause analysis to understand data biases and continually improve the analytical tool
- Created pivot tables to track, analyze, and visualize metrics to gather deeper insight on the team's productivity

### **Asset Management Strategies—Bellevue, WA | Jan 2017 - Jan 2018**

#### *Intern, Part-time administrative assistant*

- Researched financial market data and gave bi-weekly presentations to the President
- Conducted monthly and quarterly CRM campaigns to network with current and prospective clients
- Developed a new filing and organization system to ensure a more efficient workflow and communication within the company

## **EDUCATION AND CERTIFICATES**

### **University of Washington, Michael G. Foster School of Business, Seattle, WA | June 2017**

#### *Bachelor of Arts in Business Administration, Major: Marketing*

#### **Educational Experience**

##### **Management Consulting | Fall 2016**

The client was a local small business that provide OEM parts to Boeing. We assisted client through an internal restructuring and suggest the use of a sales pipeline to increase customer satisfaction and retention rate.

##### **Marketing Research | Winter 2017**

The client was a tech investor trying to explore the viability of Virtual Reality (VR) technology in a museum setting. We surveyed a museum director and an exhibit designer for qualitative data and the student body for quantitative data.

##### **Capstone Project | Spring 2017**

The client (Microsoft Bing) wanted to rebrand their ad services to target small-medium sized businesses (SMB). We proposed a blue ocean strategy to create a platform and dashboard for SMB focusing on the ease of use instead of converting users to gain market share.

#### **Certificates:** UW Foster Excel Certificate

### **Bellevue College, Bellevue, WA | Jan 2019 – Dec 2019**

Prerequisite Mathematics and Computer Science classes to apply to a Master's Program

### **Cascadia College, Bothell, WA | Dec 2015**

#### *Associate of Arts: Business*

**Awards:** Faculty Honors, Phi Theta Kappa Honor Society

#### **Other Certificates, 2019**

Data Science Certificate by John Hopkin's University

Data Visualization with Tableau Certificate

## **SKILLS**

- Java, RStudio
- Statistical Software (SPSS)
- Customer Relations Management Software
- QuickBooks, Kayako, Salesforce
- Questionnaire Design (Qualtrics)
- Native Cantonese Chinese and Proficient in Mandarin