**Melissa Tan**

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# 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 fulfilment 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

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