

Nicky Som

Aspiring IT Project Manager - Dedicated to Leadership in Information Technology

Contact Info:

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WORK EXPERIENCE

Best Buy: *Sales Advisor*

11/12/23 - Present

- Providing customer service to guest
- Scheduling appointments for Geek Squad & Car Fi
- Operating and maintaining the front end of the store

Penn State University: *IT User Support Specialist*

9/4/23 - Present

- Providing excellent customer service and technical support to staff and students on campus
- Management of IT ticket system
- Issuing ID's to campus staff and students
- On-campus event setups

American Eagle:

Senior Merchandise Brand Ambassador

4/1/23 - 9/4/23

- Training and supervising American Eagle Brand Ambassadors
- Maintaining company standards like organized cash wrap, sales floor, clean fitting room, and stock room.
- Efficient processing and handling of merchandise

Brand Ambassador

1/7/23 - 4/1/23

- Operating a register and pushing credit line and rewards system
- Promoting new products, sales, and any other promotions whether online or instore
- Ensuring guest satisfaction in-store and after

Kohl's: *Sales Associate*

2/27/22 - 10/17/22

- Operating and maintaining a register
- Sales and customer service experience
- Training new employees

TECHNICAL SKILLS

Knowledge of computer and electronic devices

IT ticket system

Management and training skills

Merchandising and sales

Customer Service

SOFT SKILLS

Strong work ethic

Attention to detail

Communication

Teamwork

PERSONAL INTEREST

Volunteer Work and Community Service

Post Secondary Education

Information Technology

Computer Repair

LANGUAGES

English - Fluent

Khmer - Intermediate