



Phuong Nhan

INFORMATION



Phuong Nhan (Lucette)



Student RGD



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St.Catharines, Ontario

TOOLS & SKILLS

Adobe Creative Cloud Software
(Photoshop, Illustrator, Indesign
, Lightroom, XD, After Effects, Premiere Pro)

Microsoft Office
(Word, Excel, Powerpoint)

Illustrate on Wacom and iPad's Procreate

UI/UX/Web Design

Coding (HTML, CSS, JavaScript)

Wix, Wordpress, Squarespace platforms

Sense of composition, typography

Design for both print and digital products

Work Experience

Freelance Graphic Designer

Client Projects and College Projects

2 years

- Design for clients such as Crystal Beach Market, Hill Beverage Co.
- Experience with different areas of specialization in Graphic Design (marketing, branding, motion design, infographic)
- Create multiple design applications (posters, menus, brochures, websites, videos, social media)
- Develop skills in softwares, and tastes in Design
- Communicate and collaborate constantly with clients
- Meet clients' design goals and Open to their feedbacks

Sale Associates

Kate Spade Outlet Collection

3 months

- Ensure exemplary customer service and proactive client outreach
- Achieve individual sales goals and effective use of the selling skills
- Understand product knowledge and communicate the brand aesthetic, philosophy, lifestyle to the customer

International Student Assistant

Niagara College International Office

1 year

- Expert on college services and resources available
- Frontline response for information inquiries
- Connect students to departments/support center
- Assist during orientation, campus tours, and social events

Starbucks's Barista

Starbucks Vietnam

1 year

- Prepare/ Serve products to customers
- Assist with inventory documentation
- Cashier role—Take orders and process all POS transactions
- Deep clean and maintain Mastrena espresso machine and bakery oven

Restaurant Hostess

San Fu Lou Vietnam (Cantonese Restaurant)

1 year

- Organize reservations, available tables/ Greet customers
- Introduce the menu, new dishes, promotions to customers
- Support servers in rush hours
- Train new employees



Phuong Nhan

QUALIFICATIONS

Ability to organize and prioritize task

Come up with ideas independently

Interest and ability to teamwork

Follow policies and constructive criticism

Work in fast-paced environments

Consistently punctual and ready to work

Excellent customer service performance

REFERENCES

Academic references

Gregory Smith

Professor (Typography, Thesis)
gsmith@niagaracollege.ca
(905) 735-2211 ext. 7611

Ian McDonald

Professor (Web Design)
imcdonald@niagaracollege.ca
(905) 735-2211 ext. 7628

Professional references

Linsey Queen

Kate Spade's Store Manager
(905) 322-0333

Michelle Silk

Niagara College's
International Student Services Coordinator
msilk@niagaracollege.ca
905-735-2211 ext. 7005

Education

Niagara College (2019–2021)

Graphic Design Advanced Diploma
Average: 90% – Graduate with Niagara Scholar Award

Ho Chi Minh Banking University (2016–2018)

Financial and Banking Major

Awards

Academic Awards at Niagara College

International Students Academic Scholarship (2021)
Niagara Scholar (2021)
President's Honour Roll (2019, 2020)

Professional Awards

Staff of the Month at Starbucks
Best Customer Service in Gala Dinner Year End at San Fu Lou Restaurant

Voluntary Activities

Participant in Focus Group

Invited by market research agencies to contribute ideas and feedbacks on products and commercials of *Coca-Cola*, *Pepsi*, *Kotex*, *Adidas*, *Lays*, *Dairy Queen*, *Abott*, etc.

Niagara College

College Student Events Volunteer
Orientation Leader