

SHERMAN CHONG

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EDUCATION

Digital Design and Development Diploma

British Columbia Institute of Technology

- Designs and develops responsive web applications with html, css, and javascript programming languages
- Currently in the early stages of coding in PHP, MySQL, and React-Native
- Has developed an effective workflow with Adobe Suite (Photoshop, Illustrator, InDesign, After Effects, Premiere), Sketch and InVision
- Worked collaboratively within a cohort on conceptualizing and executing web apps quarterly
- Creates compelling wireframes, mockups and prototypes for staged testing amongst friends and cohort
- Strategizes and produces print and web based content for businesses in the community, musicians, BCIT Marketing Association

QUALITIES

- Fluent in English, Cantonese and proficient in Mandarin
- Strong in relationship building; outgoing and open minded
- Self-driven, curious, coachable, fun!
- Honest and approachable; strives to be happy

EXPERIENCE

Educator - Lululemon

Richmond, B.C. - Present

- Provided technical education that is tailored to a unique guest experience from start to end
- Uncovered to guests the intent driven approach to Lululemon's product design through use of Fabric, Feel, Function, Feature, and Fun
- Experienced the effects of collaboration in a community and the impact it may have on new businesses
- Got Sweaty!

Customer Service Representative/

Customer Relationship Coordinator - TD Canada Trust

Richmond, B.C. - 2016 - 2018

- Developed strong conversational skills in Mandarin in a professional manner
- Familiarized with multiple banking UI systems and educated guests on the then redeveloping mobile banking app
- Worked independently, putting forth effort to both roles as a receptionist and as a teller simultaneously