

# SHING HEI CHAN

(Tommy)

Operating Assistant

## CONTACT DETAILS

### ADDRESS

8 Cheadle Wood  
Manchester, Sk8 6SS

### PHONE

07762275990

### EMAIL

shingchan1219@gmail.com

### GITHUB

<https://github.com/shingchan95>

### LINKEDIN

<https://www.linkedin.com/in/shing-hei-chan-b74747120/>

## SKILLS

- Time Management
- Excellent Customer Service

## TECHNICAL PROFICIENCY

- HTML5
- CSS3
- Node.js
- JavaScript
- MERN Stack
- Java Back-End Design
- React.js

## LANGUAGES

- English - fluent
- Cantonese Chinese - native
- Mandarin Chinese - native

## PROFILE

BA Marketing Graduate from The University of Chester with an Innovative tech mind. Currently working as an operating assistant at CHK Group LTD, started my first coding Bootcamp by Univeristy of Manchester in 2022 March, capable of working with a variety of technology and software, creative team player with unique ideas and passionate to contribute in the field.

## EMPLOYMENT HISTORY

### Operating Assistant, CHK Group Ltd

Manchester Sep 2021 — Present

- Connect google sheet to inventory system API (SalesBinder), speed up invoicing processing.
- Negotiate pricing with logistic companies.
- Develope well structured operating system.

### Purchase Buyer, CHK Group Ltd

Manchester Feb 2021 — Sep 2021

- Searched and contacted suppliers to find the best deals and negotiated pricing.

### Marketing Assistant, CHK Group Ltd

Manchester Feb 2020 — Feb 2021

- Managed critical company content on the company website to ensure that suppliers were able to gain a better understanding of the company.
- Engaged with customers whilst promoting discounts through Facebook.

## EDUCATION

Oct 2014 — Jul 2017

BA Marketing, University of Chester, Chester

•Grade 3rd

Sep 2008 — Jul 2014

Mount St Mary's College, Sheffield • 5 GCSEs: grade

•A-C including Math (B), Music (B) and Physics

•A Level: Chinese (A), Accounting (D), Business (E)

## ACCOMPLISHMENTS

- Complete coding Bootcamp by University of Manchester
- Member of Student Union American football society • Member of Student Union Tennis
- Grade 5 Piano & Theory ABRSM
- School fencing team captain (2014)
- Full UK & HK Driving license

## REFERENCES

References available upon request.

## Sales Associate, Burberry

Ellesmere Port Aug 2017 — Feb 2019

- Cash handling, till closing and store security.
- High quality interaction with high end clients.
- Provided expert product and styling information.
- Answered incoming telephone calls with professional and knowledgeable responses.
- CRM capturing of clients data.
- Resolved customer complaints in a sensitive and polite manner • Ensured that the shop floor was correctly replenished at all times • Accepted stock deliveries and processed them.

## Marketing Assistant, Rhyl Football Club

Rhyl Mar 2016 — Jul 2016

- Promoted and advertised the pre- season through social media, created databases and spreadsheets based on referrals from current customers
- Gave ideas and implemented different promotion strategies e.g design on seasonal ticket
- Other administration work.