

NGA CHAU

Philadelphia, PA (215) 917-2285 NGACHAU89@GMAIL.COM

QUALIFICATIONS PROFILE

Highly self-motivated and results-driven individual with more than 2 years of experience providing data management, clerical support, web maintenance and customer service. Detail-oriented, analytical and methodical with critical thinking to resolve work issues even under stressful work conditions. Well-organized and resourceful with multitasking skills that optimize limited resources to achieve outstanding results from concurrent tasks. Strong people management and interpersonal communication skills that inspire confidence and forge teamwork with colleagues across diverse ethnicities.

KEY EXPERTISE

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| <ul style="list-style-type: none">• Database Management• Information Systems• Clerical Support• E-Commerce• Customer Service• Process/Workflow Improvement• Website Maintenance• Bilingual Fluency in English and Vietnamese | <p>Technical</p> <ul style="list-style-type: none">• <u>Graphics Design/Image/Photo Editing</u>: Adobe Suite (Photoshop, After Effects, Dreamweaver InDesign, Illustrator)• <u>Video Editing</u>: Adobe: Premiere, & Final Cut Pro• CMS: WordPress | <ul style="list-style-type: none">• <u>Web Development</u>: HTML, CSS(Basics)• <u>MS Office</u>: Word, Excel, PowerPoint, Access, & Outlook• <u>Analytics</u>: IBM Core Metrics• <u>BI</u>: Business Objects• <u>Internet</u>: Email/Webmail, Web Research, Social Networking, & Online Collaborative Computing (SharePoint, Jira) |
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PROFESSIONAL EXPERIENCE

(SEASONAL, TEMPORARY) NORTHEAST REGIONAL LIBRARY • PHILADELPHIA, PA

Library Assistant

2018 – Present

- Assist patrons at circulation desk with book checkouts, discharges and inquiries.
- Perform various clerical and technical duties as appropriate to support the diverse operations and specialized procedures of the library.

ALPHABRODER • TREVOSE, PA

Digital Program Manager

2016 – 2017

- Collaborated with a team on web re-architecture project and supported the initiative by creating styling and functionality requirements.
- Coordinated with developers to troubleshoot and resolve technical issues.
- Executed quality assurance testing for development of the company's site to ensure webpage functionality and maintain consistent style.
- Managed pages and elements on the company's website utilizing FDM4 ERP and basic html.
- Created sales analysis, performance, and user behavior reports in Business Objects using IBM Core Metrics data.

BLC BEAUTY • NEWTOWN, PA

E-Commerce Associate

2015 – 2016

- Handled development and maintenance of e-commerce operations profitability including customer support and inventory control.
- Managed all incoming online marketplace orders.
- Led post-production projects such as photo retouching and preparation of promotional materials for the brand.

ELWYN • PHILADELPHIA, PA

Data Entry Clerk

2013 – 2015

- Maintained and updated confidential data from Elwyn's in-house database CMHC and State HCSIS.
- Performed quality control, troubleshoot and resolved database discrepancies and errors to maintain accuracy.
- Provided management with recommendations for process improvement to advance quality and efficiency.

MARKO INTERNATIONAL • IVYLAND, PA

Web/Marketing Assistant

2011 – 2013

- Involved in maintaining e-commerce websites for international clients in compliance with company marketing communications strategies.
- Created and uploaded online content to increase site visitation and drive online sales.
- Developed graphic textures for LOFT project and improved user interface visuals.
- Provided quality assurance on 3D models for interior design projects.

EDUCATION & CREDENTIALS

- KELLER GRADUATE SCHOOL OF MANAGEMENT (2016)
Certification, Business Intelligence & Analytics
- PENNSYLVANIA STATE UNIVERSITY • University Park, PA (2011)
B.A. in New Media