

# NGA CHAU

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## OBJECTIVE

Self-motivated and results-driven professional with experience providing data management, clerical support, and web maintenance seeking an opportunity in data administration.

## TECHNICAL SKILLS

Microsoft Office Suite, HTML, CSS (Basics), WordPress, IBM Core Metrics, Business Objects, Adobe Creative Suite, Mac OS, SharePoint, Bilingual (English/Vietnamese)

## EXPERIENCE

### **Seasonal Library Assistant** *Northeast Regional Library, Philadelphia, PA*

May 2018 – Present

- Assist patrons at circulation desk with checkouts and discharges.
- Manage records utilizing SIRSI system.

### **Digital Program Manager** *Alphabroder, Trevoze, PA*

September 2016 – October 2017

- Supported web re-architecture project by creating styling and functionality requirements.
- Coordinated 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.
- Administered 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.

### **E-Commerce Associate** *BLC Beauty, Newtown, PA*

September 2015 – June 2016

- Maintained e-commerce operations profitability including customer support and inventory control.
- Managed multiple E-Commerce platforms (eBay, Amazon, Rakuten, Pinnacle Cart).
- Led post-production projects such as photo retouching and preparation of promotional materials.

### **Data Entry Clerk** *Elwyn, Philadelphia, PA*

July 2013 – September 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.

### **Web Assistant** *Marko International, Ivyland, PA*

November 2011 – February 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

### **B.A. in New Media**

2011

*Pennsylvania State University*

### **Certification in Business Intelligence & Analytics**

2016

*Keller Graduate School of Management*