

Nancy Thao



Work Experience:

E-commerce Business Owner: Aug 2016-Present

Wolfberry Shop Ltd. Kitchener, Ontario

- Maintain company's brand identity through the use of beautiful graphic design and engaging content
- Partnered up with social enterprises that share the same business values and promotes impactful shopping choices
- Responsible for all tasks relating to supply chain, inventory control, transactions, marketing, social media and customer service

Kindergarten English Teacher: June 2015-May 2016

Thampirak Elementary School-Bangkok, Thailand

- Effectively executed elementary curriculum content and standards
- Determined students' performance through testing and observation
- Conducted activities that targets confidence, perception, vocabulary building, pronunciation practice and grammar

Client Care Representative: Oct 2013-Aug 2014

Bell Mobility-Kitchener, Ontario

- Assisted clients with questions by providing thorough information about their accounts and made appropriate adjustments while adding value
- Navigated through the company's computer software to complete tasks such as processing payments and setting up corporate accounts

Key Holder: May 2012-Aug 2013

Guardian Pharmacy-Toronto, Ontario

- Responsible for training and managing customer service and cosmetics staff; including product knowledge training, employee development & coaching, on-site instruction, and observation & testing
- Technical duties required knowledge of the online order management system for purchasing and returning items, recording new clients, distributors, vendors, and sales representative information

Education:

120 – Hour Internationally Accredited TESOL - ONTESOL

Bachelor of Design-Fashion Communication and Design - Ryerson University