



mandylm@gmail.com  
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## Personal Summary

An ambitious, creative and highly motivated graduate from Alberta College of Art & Design holding a Bachelor of Design in Visual Communications Design currently holding the position of a Visual Merchandiser at Chanel HK Ltd. Alongside with four years of customer service experience in an luxury environment, Louis Vuitton Canada Inc. as the Service Specialist - Accessories. Capable of producing consistent work to meet deadlines while under pressure and a team player who can also work independently. Currently looking for new opportunities to further develop personally and professionally.

## Work Experience

### Chanel HK Ltd.

Jan 2013 - Present

*Visual Merchandiser*

As a member of the local VM team, we strive for creating and maintaining high VM standards that align with Chanel through out Hong Kong & Macao by working closely with RVM, merchants etc.

#### Duties:

- Incharge and plan boutique's visual in Times Square.
- Work closely with RVM, merchants, the boutique and any other departments regarding any VM matters.
- Regular visits to boutiques across Hong Kong and Macao.
- Deal with ambiguity.
- Train boutique staff about current and new VM guidelines to maintain Chanel standards.
- Provide excellent communication skills.
- To built, maintain relationships with the boutique and office staff at all levels.
- Maintain store standards and company image.
- Responsible for doing reports, photographing of boutiques after each visit.
- Provide VM solutions for boutique when needed.
- Bimonthly ordering and maintenance of VM tools.
- Travel to new store openings when support is needed.

#### Accomplishments:

- Opportunity to attend VM training and participate in VM buy in Paris.
- Offered a position in production in March 2014.

### Louis Vuitton Canada Inc.

Dec 2007 - Jan 2012

*Service Specialist - Accessories*

#### Duties:

- Worked closely with the management team.
- Analyzed business and VM directives accordingly as the in-store Visual Merchandiser.
- Rotated and remerchandised monthly as new stock arrived and launched.
- Represented the store at company accessories meetings.
- Trained boutique staff in up-coming accessories trends and new products.
- Provided excellent and quality customer service.
- Dealt with diverse clientele along with customer issues.
- Built, maintained relationships with new and regular clients.
- Maintained store standards and company image.
- Equipped with hot stamping skills.

#### Accomplishments:

- Nominee for Best Customer Experience in 2011.
- Demonstrated high level of service. Scored 93% on a mystery shop.
- Million dollar seller in 2010 and 2011.
- Offered the position as the Accessories Manager in 2011.

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## Education

**Alberta College of Art & Design**  
Calgary, AB, Canada

Sep 2006 - Apr 2010

*Bachelor of Design in Visual Communications Design*

Academic Achievements:

- Student Award for Best Execution at AD Rodeo 2009
- Scholarship for High GPA 2006

**SAIT Polytechnic**

Calgary, AB, Canada

Sep 2004 - Apr 2006

*Diploma in New Media Production & Design*

## Key Skills

- Capable of working under pressure to meet deadlines.
- Fully mobile with good time management skills.
- Willingness to learn new things to improve oneself.
- Excellent in creative thinking and colour sense.
- Ability to work independently and as part of a team.
- Well organized individual.

## Areas of Expertise

MAC | Illustrator | Photoshop | In-Design | Visual  
Merchandising | Photography | Microsoft Office

## Interest

An adventurous foodie | Avid traveler |  
Keen on language learning | Passionate about fashion |  
Shopping bag collector |

## Personal Skills

Communication & Interpersonal Skills | Goal oriented |  
Multitask | Organized | Problem Solver | Willingness to  
learn | Thinking Creatively

## Extra

Fluent in Cantonese | English | Basic Mandarin