# Bai Ngai

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#### EDUCATIONAL BACKGROUND

<b>Degree</b>	<u>Year</u>	<u>University</u>	<u>Major</u>
B.S	2023	New York City College of Technology, CUNY	Business & Technology of Fashion
		Module Emphasis: Global Luxury Fashion	

#### **Professional licenses or certifications**

CUNY Certification: Sexual Harassment, Gender-Based Harassment, and Sexual Violence Curriculum Title IX July 2023, New York City College of Technology, City University of New York

## PROFESSIONAL EXPERIENCE

Sales Associate (Part-Time)		Flying Solo (Soho, NY)	May 2023 - July 2023	
*	Processed transactions and handled cash and credit card payments accurately and efficiently			
	demonstrating knowl	edge and understanding of transaction pro-	cedures.	
*	Proactively recomme	nded complementary products using effect	tive upselling and cross-selling	

- Proactively recommended complementary products using effective upselling and cross-selling techniques, increasing average transaction value.
- Created customized product recommendations by combining knowledge of customer preferences, product features, and benefits, resulting in increased sales and customer satisfaction.

## Sales & Stock Associate (Part-Time) Museum of Modern Art Design Store(Soho, NY) Oct 2022 - April 2023

- Processed transactions and handled cash and credit card payments accurately and efficiently, demonstrating knowledge and understanding of transaction procedures.
- Received, unloaded, and unpacked merchandise from delivery trucks, ensuring accurate inventory counts and applying knowledge of inventory management practices.
- Collaborated effectively with sales associates and management to monitor and meet the demand for popular and high-demand items.

#### Showroom Intern (Internship) Tykoon Brand Holdings LLC (Queens, NY) Feb 2023 - April 2023

- Memorize and understand the showroom's product lines, features, and specifications.
- Organize and arrange product displays in an appealing and logical manner.
- Create visually appealing displays that showcase products in an innovative and attention-grabbing manner

## WORKSHOPS for PROFESSIONAL DEVELOPMENT

- Attended, Tech Talent & Coffee Accelerating Your Career Search with AI, Tech Talent & Coffee, Online; Wednesday, July 19, 2023, 12:00 - 1:00 pm
- Attended, Bank of America Career Readiness Workshop- Emotional Wellness, Online; Tuesday, July 17, 2023, 2:00 3:00 pm.

https://gototraining.webex.com/gototraining/k2/j.php?MTID=tb91118f94faf1ca295183054770e1cb6

## **NETWORKING for Industry Relations/EXPERIENTIAL Training**

- Attended ¡MODA HOY! LATIN AMERICAN AND LATINX FASHION DESIGN TODAY at FIT Museum 227 West 27th Street, New York City, NY 10001. In-person; Wednesday, July 26, 2023, 2:00 pm
- Attended, Yayoi Kusama: I Spend Each Day Embracing Flowers at 519 West 19th Street, New York City, NY, 10011 on May 18, 2023, at 1:30 pm.
- Attended, Guillermo del Toro Crafting Pinocchio at the Museum of Modern Art at 11 West 53rd Street, New York, NY 10019 on April 12, 2023, at 2:00 pm

## **COMPUTER TECHNOLOGY, and SOCIAL MEDIA**

#### **Computer Technology**

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- \* Knowledge of cloud storage platforms (Google Drive, Dropbox, OneDrive)
- Blackboard
- ✤ Canvas
- ✤ Zoom
- POS (Point of Sale)

#### Social Media Skills

Social media platform knowledge (Facebook, Twitter, Instagram, Tiktok)

## Databases

- Fashion Snoops
- ✤ Google Scholar
- IMBD
- ProQuest

## LANGUAGES

- Chinese (Cantonese)
- English