

# Alan Lam

[alantylam.github.io](http://alantylam.github.io) | (306)681-4998 | [alanlam56@gmail.com](mailto:alanlam56@gmail.com)

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## EDUCATION

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**Bachelor of Science in Computer Science**  
University of Calgary

**September 2012 – June 2018**

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## SKILLS

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- Front-End: HTML5 | CSS
- Programming: Java | JavaScript | Python | C# | Swift
- Database: SQL
- Delivery Methodology: Agile, Waterfall
- Operating Systems: Windows, Mac OS, Linux, Unix

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## RELEVANT PROJECTS

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**MyBX** (<https://www.github.com/alantylam/mybx>) - Swift

- Extended an existing iOS application to connect Free Lance Beauty Experts with Beauty Enthusiasts
- Created low fidelity prototype in the early design stage
- Created high fidelity prototype using Adobe XD
- Implemented UI based on the finalized prototype with swift

**WS** (<https://www.github.com/alantylam/ws>) - Swift

- An iOS application that aims to assist in-store operations, such as on-going promotion from each carrier
- Developed UI programmatically

**Meal Ordering** (<https://www.github.com/alantylam/mealOrdering>) - Java

- A Java application used to demonstrate my understanding of Object Oriented Programming
- The program would output the optimum solution based on the input, for example, the program allows users to input its own data, then calculate and return how many order(s) should be placed from each restaurant

**My Website** (<https://alantylam.github.io/>) – HTML/CSS/JavaScript

- UI was implemented with HTML and CSS
- Visual effect was implemented with JavaScript

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## WORK EXPERIENCE

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**Specialist** (Full-Time: 40hrs / wk)

**September 2018 – Present**

Apple

- Achieved Top 3 in sales performance among 50+ employees as a result of contribution over \$600,000 of the store's Quarterly Revenue
- Appointed as the iPhone Champion, responsibility includes mentoring of team members about Carrier Interactions and support team members with technical issues
- Demonstrated exceptional interpersonal skills through my 93% Net Promoter Score
- Appointed as Business Mentor, responsible for mentoring team members of positioning business introduction, creating business accounts and driving business revenue
- Provided bi-weekly training session to team members who had no experience with Carrier Transactions

**Sales Associate** (Part-Time: 30hrs / wk)

**June 2017 – September 2018**

Fido Solutions

- Contributed and maintained average sales revenue of approximately \$8,000 CDN per month
- Proven analytical and problem-solving skills from over 150 client meetings per week
- Demonstrated strong commitment by leading my team to exceed the store's quarterly targets by 40%
- Exhibited exceptional professionalism with customer satisfaction scores of over 93%

**Sales Associate** (Part-Time: 32hrs / wk)

**January 2015 – March 2017**

Koodo Mobile

- Led sales metrics with contributions of over 25% of the store's monthly sales
- Appointed as the sole representative for Market Mall Koodo in the Apple Master program and was responsible for coaching of team members about Apple products
- Demonstrated exceptional interpersonal skills through my 98% customer experience/satisfaction score
- Achieved Top 20 in sales performance and customer experience as a result of innovative sales techniques

References available upon request