

Hilda Low

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Education

April 2022 - Present

Temasek Polytechnic - *Diploma in Apparel Design and Merchandising*

Completed modules in Current Issues and Critical Thinking, Effective Communication, Innovation & Entrepreneurship, Aesthetics for Design, Form and Materiality, Sustainability Practices in Design

Excel in diploma specific modules: Fashion Presentation Techniques, Brand Concept, Textile Fundamentals, Production drawing, Drafting, Draping, Sustainable Techniques in Silhouette, Fashion Product Development

Cumulative GPA: 3.56 out of 4.0

Received Director List Award given to top 10% of cohort in Y1

January 2017 - November 2020

Pasir Ris Crest Secondary - *Cambridge GCSE O Level*

Achieved A grade in English, Elementary and Advanced Mathematics, Biology, Chemistry, Literature and Social Studies with History elective.

Skills

Technical Skills

- Creating and manipulating images in Adobe Photoshop and Adobe Illustrator for graphic posters, illustration, product mock-ups etc.
- Develop clothing patterns via drafting and draping, ensuring precise measurements and a perfect fit
- Adept in garment construction through proficient sewing techniques, including stitching, hemming, and seam finishing
- Demonstrate creativity and artistic flair by producing captivating fashion illustrations that serve as the basis for design concepts and client presentations.
- Produce detailed technical drawings and specification sheets that facilitate seamless communication with manufacturers and suppliers, ensuring accurate garment production and quality control.
- Created beaded and embroidery works by hand as embellishments on garments and products

- Using traditional painting mediums such as Oil, Acrylic and watercolor to create artwork and portray objects in a realistic manner

Generic skills

- Enhanced my effective communication skills by engaging with customers at Aesop, welcoming them to the store, explaining product features, and conveying the brand's values and stories, resulting in improved customer engagement and increased sales.
- Create presentations decks to present my ideas and as part of my assignment using Microsoft Powerpoint and Google Slides
- Provided exceptional customer service at Aesop by proactively assisting customers, recommending products based on their needs and preferences, and creating a welcoming atmosphere, resulting in positive feedback and repeat business
- Demonstrated strong time-management during my diploma program, efficiently managing coursework and project deadlines, ensuring that I completed modules in a structured and timely manner while maintaining a cumulative GPA of 3.6 out of 4.0.
- Demonstrated strong team-player skills while working as a Retail Associate at Aesop by actively collaborating with colleagues to ensure a smoothly operating store, from welcoming customers to restocking products and managing crowds during busy periods, contributing to a positive and efficient work environment.
- Creating and customizing technical specification sheet for garment production, cost sheet to track and calculate manufacturing cost, time tables and schedule using Excel and Google Sheets

Experience

December 2022 - March 2023, November 2023 - December 2023

Aesop - Retail Associate

- Welcoming customers to the store and striking up meaningful conversation to understand their purpose at the store
- Serving customers by recommending products that suit their lifestyle needs, and or for gift-giving according to characteristics of the receivers as well as budget.
- Restocking products in the storefront and maintaining cleanliness of the store at all times.
- Personal care taken towards attire and appearance to set a good and professional impression of the brand to customers
- Wrapping and packaging of products in an aesthetic manner for gift-giving.
- Answering customer inquiries on products ranging from skincare to bodycare to perfumes, whilst demonstrating their purpose.
- Sharing the stories and purpose of the brand and it's products to convey the value of the product to the customer
- Managing crowds during festive seasons to ensure pleasant experience whilst shopping.
- Highlighting seasonal products/gift sets during festive period

August 2022 - April 2023

Huggs - *Barista*

- Making quality coffee and beverages both hot and cold using espresso machine
- Handling of food items, heating and serving them to customers in a safe and hygienic way
- Juggle between roles of POS and preparing food items during high traffic hours
- Promoting reward system and helping customers sign up
- Checking and ensuring that cash flow tallies up in POS system
- Restocking and arranging food products in an appetizing way in display cabinet and fridge
- Closing the store, doing cleaning and sanitizing of seats and cutlery, ensuring cleanliness and organized and ready for opening shift

November 2021 - May 2022

Starbucks - *Barista*

- Making quality beverages, generally speciality hot drinks, and preparing food orders
- Cleaning, organizing and stocking the store, ensuring its cleanliness during opening hours
- Keeping check of merchandise and for products expiry
- Provide Starbucks Experience to all customer by welcoming them to the store and forming connections, memorizing drink orders and preferences for regular customers
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Opening the store, ensuring coffee machines are working, beverage components are prepared and sufficient for the day, product display is in order
- Closing the store ensuring all shipments received are stocked properly, preparing beverage components for the next day, cleaning the store and bar
- Operate semi-automatic espresso machines as well as commercial coffee brewers
- Promoting new merchandise to customers and encouraging to sign up for the reward system
- Managed crowds and maintained safe distancing
- Juggle between various roles (POS to helping bar partners) when there is a high flow of customers due to lunch time, midday and evening crowd
- Kept track of expiry dates of beverage products (Milk, Coffee beans), using the First-In-First-Out method
- Handled food items in a safe and hygiene way

References