



# Ali Lam

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## EDUCATION

**Bachelors of Arts, Interior Design** **May 2020**  
*Sam Houston State University, Huntsville, TX*

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## MAJOR STRENGTHS & SKILLS

- Experience with AutoCAD, Revit, SketchUp, and Adobe Photoshop & Lightroom CC
- Responsible and dependable
- Great attitude with ability to lead and motivate
- Works well under high pressure situations

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## EXPERIENCE

### Chick-fil-A

**Team Leader** **August 2018– Present**

- Develop a team strategy in order to reach the stores monthly sales goals
- Provide team members with training and communication
- Manage daily business operations

**Shift Leader** **December 2015 – August 2018**

- Maximize productivity by directed staff in daily work assignments
- Continually monitor restaurant to ensure food and service standards were consistently met
- Ensure all transactions from cash registers are balanced

**Team Member** **August 2015 – December 2015**

- Provide exceptional customer service to all customers
- Complete customer order transactions

### Willies Grill and Ice House

**November 2014 – August 2015**

#### Waitress

- Provide exceptional customer service to all customers
- Prepare tables for service, including setting up items such as linens, silverware, and glassware
- Take orders and serve patrons food and beverages, and explain how menu items are prepared