

# RACHAEL LAU

rachael.lauu@gmail.com

<https://www.linkedin.com/in/rachael-lau01/>

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## WORK EXPERIENCE

### Cake Decorator | Costco

Oct 2024 - Present

- Garnishes cakes by hand in a timely matter
- Follows standards for quality and consistency of Costco procedures in all areas
- Provides prompt and courteous member service

### Market Sales Representative

May 2024 - Present

- Experienced using Square/POS systems and accurately entered product data
- Provided customer service and positively engaged with all customers
- Maintained detailed records of inventory and stock availability

### Content Producer | Bards on the Margins

Aug 2022 - Aug 2023

- Created illustrations and animatics to accurately portray previously recorded events and audio
- Concepted, presented, and designed illustrations, characters, and marketing materials
- Performed improvised scenes and produced unscripted content for a live audience

### Freelance Employment

Dec 2018 - Present

- Communicated with local and international clients to deliver commissioned works at maximum satisfaction
- Negotiated timelines, expenses, and reimbursement across multiple currencies (ie. USD, Peso, Yen, etc.)
- Managed client expectations while maintaining and meeting creative deadlines

### Junior Animator | Big Brothers Big Sisters of Canada

May 2021 - Aug 2021

- Collaborated with other junior and senior level animator to produce for charitable causes
- Created storyboards and animatics based off of provided concepts and themes
- Created and polished three full animations within provided time frame

### Cashier | Tim Hortons

Oct 2019 - Apr 2020

- Assisted with merchandise purchases, peer marketing, and signing up for rewards programs
- Worked closely with front-end staff to assist customers and maintain satisfaction levels
- Operated cash register, collected payments and provided accurate change

## EDUCATION

### Durham College - 3 year Advanced Diploma in Animation - Digital Production

2022

- Honour Roll, GPA of 4.66

## RELEVANT ABILITIES & SKILLS

- Google Suite
  - Microsoft Office
  - 110 WPM typing speed
  - Adobe suite
  - Customer Service
  - POS Systems
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