

Jessie Chang Ahern
1E. Pleasant St. Apt. 322
Amherst, MA 01002
jessie4382@gmail.com
Cellphone: 1-978-302-9156
Authorized to work in the US for any employer

Work Experience:
Assistant Director/Project Collaborator/Actor
03/13/2026-Present

Responsibilities include, but are not limited to, the following depending on the needs of each project:

- Assisting with coordination between the Director and team members
- Assisting with project organization, planning, and production follow-up
- Supporting media communication, project promotion, and outreach when agreed and under the Director's guidance
- Collaborating on animation projects, short films, series, or documentaries related to the Assistant Director's professional role

Tom Ford and Dior start in May
Chanel starts in July
I am working as Freelancer for three major Cosmetics company
May 2024- Present

My duties are representing the Tom Ford, Dior and Chanel products when I am assigned on the counter for work each time. Introduce the fragrances/notes and also introduce cosmetics line as Beauty Advisor

Creed Ambassador Counter Manager at Macy's
3/10/2025-06/2025

As a Creed Ambassador/Manager, my duty is to represent the House of Creed brand by delivering a luxury customer experience, driving fragrance sales, and maintaining the brand's prestige in-store or at events. This includes:

1. Product Expertise: Mastering knowledge of Creed's history, fragrance collections, and unique selling points.
2. Customer Engagement: Greeting and assisting clients, offering personalized recommendations, and creating memorable shopping experiences.
3. Sales Performance: Meeting or exceeding individual and store sales targets.
4. Brand Representation: Upholding the image and values of Creed through professional behavior and appearance.
5. Merchandising: Ensuring the display area is elegant and reflects Creed's luxury identity.
6. Reporting: Providing feedback and reporting on customer trends and inventory needs.

***Chantecaille Counter Manager at Nordstrom
August, 2024-March, 2025 (Nordstrom mall at Braintree closed out business)***

As Chantecaille Counter Manager, my duty is representing the Chantecaille products line to my customers as well as introduce the Chantecaille culture, history and stories for all the skin care products and cosmetics products for all the clients if needed.

Representing Nordstrom and Chantecaille at the front line for both companies.

Helping the customers beyond not only selling the products, the best Customer Service/Sales should be provided to their clients as what they need or direct them to the area that they should be.

***Client Advisor
Emporio Armani - Chestnut Hill, MA
February 2024 to May 2024***

As Clients Advisor for Armani Man' Department. My responsibility are serves client needs for suits and

clothing selection and also help clients to dress up as their favorite style with latest fashion trends update as well.

Arrange the shipments in and out as well as arrange the display on the floor. Each day make sure everything looks nice and neat before the door opens for customers.

Arrange the off-season clothing back to the company as well.

***Tom Ford Counter Manager
Bloomingdale's - Chestnut Hill, MA
May 2022 to January 2024***

As Tom Ford Business Manager, my duty is representing the Tom Ford products to my customers as well as introduce the Tom Ford culture, history and stories for all the fragrances/notes and also introduce cosmetics line to all the clients as well if needed.

Representing Bloomingdale's and Tom Ford at the front line for both companies.

Helping the customers beyond not only selling the products, the best Customer Service/Sales should be provided to their clients as what they need or direct them to the area that they should be.

***Beauty Advisor for Chanel
Bloomingdale's - Chestnut Hill, MA
March 2021 to May 2022***

Advice customers for Chanel products from Skin care to Make up line.

Performing the best Customer Service at Chanel counter and assistant customers find the product to fit their needs.

Provide the makeup tips and assist customers to know the products well and know how to use them as the best way it should be.

***Asia Marketing Specialist
Dyhydromatics LLC. - Maynard, MA
July 2018 to December 2021***

Provided technical customer support to internal and external customers via e-mail and international telephone service.
Responsibilities included assisting customers with components, orders, quote, even arrange oversea trade shows, etc.

***Interpreter/Translator
Chinese (Mandarin) Martha's Vineyard Public Schools, - MA
January 2016 to December 2018***

Translation and Interpreter service

***Mandarin Teacher
Falmouth High School - Falmouth, MA
June 2015 to January 2017***

Mandarin Language Instructor at FHS.
Help students to learn Mandarin Language in speaking, listening, reading, and writing also learning the culture difference.
Provide learning activities and help students to grow in ability to respect and self-disciplined.

***Chinese (Mandarin) Language Interpreter
Bay State Interpreters Inc. - Gardner, MA
January 2010 to July 2016***

Translation / interpreter
Substitute Teacher

***Falmouth Public School - Falmouth, MA
January 2010 to June 2016***

Falmouth public area schools
Private Mandarin tutor teacher

***Customer Service Admin.
Microfluidics Inc. - Newton, MA
January 2001 to August 2008***

Provided technical customer support to internal and external customers via e-mail and 24/7 international telephone service. Responsibilities included assisting customers with components, mechanical drawings, etc.

Monitored industry trends, updated manuals, generated sales quotes and assisted the sales team with all aspects of technical and non-technical order inquiries. Marketed newly launched products through company flyers, and contacted core customers as well as potential customers, maintaining customer-first philosophy
Post 2004 service focus on Asia area customers

Asia Operations Manager
RCA Communications Pte. Limited - Taiwan, R.O.C.
January 1998 to December 1999

Marketed and managed magazine advertisements and coordinated design of advertising pamphlets and posters to produce high volume sales for Fortune 500 semiconductor companies
Participated in major trade show exhibitions to ensure quality demonstration of products.
Assisted customers in research and development as well as production efforts, supplying them with innovative technologies. Managed all International accounts for the Pacific Rim region.

Public Relations and Customer Service Representative
E-Tech Inc. - Taiwan, R.O.C.
January 1996 to December 1998

Responsible for external press conferences and internal policies concerning company issues, working closely with general council
Maintained comprehensive secure database containing proprietary information

Supervisor
Sunrise Golf Country Club and Hotel - Tao Yuan
January 1994 to December 1996

Responsibilities included billing, training and management, and customer interaction and service to support management
Helped organize international golf tournament

Executive Administrator
Lee Ohm - Tao Yuan
January 1992 to December 1994

Customer service support via phone and e-mail for all overseas business and relations. Negotiate with overseas customers about the product price and arrange the shipment and QA at customers' side

Education
Bachelor's degree in Mechanical Engineering
Ta Hua College at HsinChu
September 1985 to June 1990

Skills

- Translation
- Mandarin
- Mechanical Engineering
- Research
- AutoCAD
- Negotiation
- Research & Development
- Multilingual
- Manufacturing
- Chinese
- Makeup Application
- Interpretation
- Management
- Sales
- Merchandising
- Communication skills
- Retail sales
- Account management
- Customer service
- Marketing
- Leadership
- Customer relationship management
- Negotiation
- Events management
- Makeup application
- Manufacturing
- Interviewing
- Translation
- Photography
- Bilingual
- Microsoft Excel
- Microsoft Outlook
- English
- Computer skills
- Relationship management
- Project management
- Research & development
- Teaching
- Tutoring

Languages

- Mandarin - Fluent
- Taiwanese and Hakka two local dialects
- English - Expert
 - Japanese only basic conversation
 - Korean only basic greeting

Certifications and Licenses on Mandarin