



Millie Chang

Floral Designer, Retail Floral Design

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SUMMARY

Early career **floral designer** with hands on training in **arrangement construction**, seasonal flower selection, perishability, product care, and customer centered design. Developed practical skills through supervised floral labs and retail simulations, translating occasion, color, size, and budget preferences into balanced arrangements. Conditioned stems, refreshed displays, tracked supplies, and prepared finished products for presentation. Comfortable using floral knives, shears, wire, tape, foam, containers, ribbon, helium equipment, and basic **point of sale systems** in supervised settings. Brings organized work habits, visual judgment, courteous customer communication, and dependable teamwork to active **retail operations**. Able to stand, move throughout work periods, and lift floral products or supplies up to 40 pounds. Ready to contribute thoughtful design and reliable product care in a customer focused floral setting.

EDUCATION

Certificate in Floral Design

South Plains College 🎓 GPA: 4.0 📅 2026 📍 Lubbock, TX

Coursework: Floral arrangement, flower care, retail merchandising, customer consultation

TECHNICAL SKILLS

- **Floral Design Tools:** Floral knives, Shears, Wire
- **Arrangement Materials:** Floral tape, Floral foam, Ribbon
- **Containers:** Vases, Baskets, Floral containers
- **Flower Care:** Stem conditioning, Water refresh, Product rotation
- **Retail Systems:** Point of sale, Transaction entry, Pickup records
- **Inventory Supplies:** Flowers, Containers, Replenishment notes
- **Merchandising:** Seasonal displays, Product presentation, Visual balance
- **Customer Service:** Customer consultation, Occasion briefs, Budget guidance
- **Balloon Operations:** Helium tanks, Balloon staging, Safety procedures
- **Design Principles:** Color, Proportion, Greenery
- **Store Operations:** Cleaning, Stocking, Display maintenance

EXPERIENCE

Floral Design Practicum

Student Lab 📅 January 2026 - September 2026 📍 Lubbock, TX

Supervised floral laboratory role focused on arrangements, stem care, retail presentation, **inventory** tracking, customer briefs, and safe use of floral equipment. Supported celebration, sympathy, and gifting assignments from product selection through finishing and presentation.

- Designed celebration arrangements using color, proportion, greenery, and customer constraints for balanced presentation.
- Conditioned stems by flower type, **seasonality**, temperature needs, and **perishability** for longer product life.
- Used floral knives, shears, wire, tape, foam, containers, and ribbon during supervised design exercises.
- Completed timed briefs from **customer consultation** through selection, construction, pricing, and final presentation.
- Refreshed water, replaced declining stems, and cleaned containers for orderly, appealing displays.
- Tracked flowers, containers, ribbon, and **supplies**, then prepared clear replenishment notes for lab use.

Floral Retail Studio Simulation

University Project 📅 September 2025 - December 2025 📍 Lubbock, TX

STRENGTHS

- 🗨️ **Customer consultation**
Translated occasion, color, size, and budget requests into arrangements that felt personal and well balanced.
- 🌿 **Flower care**
Conditioned stems by type and season, then refreshed water and removed declining products during lab work.
- 👁️ **Visual presentation**
Built coordinated displays with thoughtful color, proportion, containers, and finishing details. Instructors noticed the polish.
- 📋 **Organized operations**
Tracked flowers and supplies, prepared replenishment notes, and kept work areas orderly during timed assignments.
- 👥 **Team communication**
Shared tasks during supervised labs and event activities. Peers valued calm updates when assignments changed.

SKILLS

- Floral design Flower care
- Seasonality Perishability
- Arrangement construction
- Floral tools Helium tank familiarity
- Point of sale basics
- Inventory control Merchandising
- Customer consultation
- Organization Product presentation

Stem conditioning

Retail operations

LANGUAGES

English Native

Mandarin Chinese Proficient

MY CAREER



- Floral Design Practicum at Student Lab (8 Months)
- Floral Retail Studio Simulation at University Project (3 Months)

Supervised retail simulation covering customer consultation, seasonal merchandising, point of sale practice, inventory rotation, balloon staging, product care, and presentation. Built practical confidence across **customer service** and store support activities.

- Conducted customer consultations covering occasion, color, style, size, and budget for focused design choices.
- Created seasonal **merchandising** displays with coordinated arrangements and clear product care information.
- Entered practice transactions in a basic point of sale system and communicated pickup information.
- Followed supervised helium equipment procedures while staging balloons alongside floral orders.
- Checked inventory and prioritized older usable stock for practice designs and product rotation.
- Presented six arrangements, explaining design choices, care needs, materials, and revisions to instructors.

PROJECTS

Seasonal Celebration Display 📅 2025

Built a retail display around seasonal arrangements, coordinated containers, care guidance, and visual balance. The project connected customer preferences with practical merchandising choices and orderly product presentation.

Floral Consultation Portfolio 📅 2025

Created six supervised arrangements for celebration, sympathy, and gifting scenarios. Each design documented customer needs, materials, care instructions, pricing practice, and presentation revisions.

LEADERSHIP & AWARDS

- Received Student Floral Showcase Merit Award for creative arrangement quality and thoughtful presentation in 2026.
- Earned Dean's Honor List recognition in 2025 for consistent academic performance and reliable course engagement.
- Completed supervised floral design assignments with careful product care, clean presentation, and dependable peer collaboration.

CERTIFICATIONS

- Floral Design Foundations Certificate 📅 2026
- Retail Customer Service Fundamentals 📅 2025

PROFESSIONAL AFFILIATIONS

- Volunteered with Campus Event Decor activities from 2025 through 2026, supporting organized event presentation.
- Participated in Student Creative Arts Collective in 2026, sharing design ideas and constructive peer feedback.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST