

Nicholas Lee

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Summary of Qualifications

- Exceptional problem solving and analytical abilities illustrated through TD Case Competition
- Effective teamwork skills gained through 4 years of retail experience
- Adept communication capabilities obtained through experience as an activity coordinator and a customer service representative
- Excellent at working in fast paced environments as shown by nearly 4 years of customer service experience

Technical Skills

Java C Python Racket | Basic SQL and Power BI | Google Suite Applications | Basic Linux Scripting

Relevant Experience

Head Activity Specialist Coordinator - Camp Wahanowin - Orillia, ON | June 2021 – Aug 2021

- Managed a team of staff to organize and execute activities engaging for campers which also followed health and safety protocols
- Implemented planning and coordination strategies to lead multiple departments during theme days to increase customer satisfaction
- Effectively supervised groups of children aged 6-18 and taught them the fundamentals of sailing

Customer Service Sales Associate - Rona - Hamilton, ON | Aug 2018 – Sep 2020

- Trained new associates using a job shadowing method to effectively teach how to manage transactions and communicate with customers
- Oversaw daily transactions by account customers, walk-in customers, and contractors to guarantee customer satisfaction
- Communicated effectively, positively, and clearly with coworkers and management to ensure internal consistency and alignment

Venture Camp Counselor - McMaster University - Hamilton, ON | Jul 2016 – Aug 2016

- Inspired a passion for technology using leadership skills by assisting kids aged 6-13 learn the functions and applications of various programs and hardware (e.g. breadboards, animation)
- Ensured all parties were informed by reporting any upcoming events to parents and any preparations which would be necessary, resulting in a organized and smooth camp experience

Honours & Awards

- Consulting Case Competition | Toronto Dominion (TD) Bank – iD8 | Semi-Finalist
- University of Toronto National Book Award
- Honours Society – Aldershot High School – 4 years
- Aldershot Ontario Scholar Award
- Governor General's Medal

Education

Double-Degree Program (Waterloo, ON | 2020-2025):

- Candidate for Bachelor of Computer Science at University of Waterloo
- Candidate for Bachelor of Business Administration at Wilfrid Laurier University