

# David Cheung

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## WORK EXPERIENCE

### Pacific National Exhibition

Aug. 2017 – Present

*Senior Supervisor - Casino Wheels Department | Aug. 2018 - Present*

*Vancouver, BC.*

Pacific National Exhibition is a prominent public exhibition and entertainment organization in Canada, renowned for its annual fair attracting over 600,000+ attendees.

- Assisting managers during opening and closing operations by coordinating cash withdrawals, revenue collection, equipment setup processes, and managing staff schedules/time sheets.
- Training and managing over 30+ staff members yearly, evaluating performance for both wheel dealers and clerks on game operations. While providing ongoing mentorship on etiquette and conflict resolution support.
- Ensure adherence to regulations and guidelines while overseeing gameplay to guarantee fairness and security for all involved.
- Facilitated seamless communication and task awareness among team members and upper management through regular in person or email updates, improving team productivity and cohesion.
- Other: Assisted in designing engaging and informative signages that enhance guest experience and understanding of game rules and procedures.

*Wheel Clerk | Aug. 2017 - 2018*

*Vancouver, BC.*

- Collected and tended cash with bank tellers on-site, ensuring accurate transactions while running money to game locations in a timely and secure manner.
- Providing customer service to thousands of guests a day, resolving inquiries and concerns to promote a positive experience throughout their visit.
- Monitored gameplay in various play areas. To verify compliance with established regulations and address any violations promptly.
- Help supervisors with equipment setup and technical needs to establish optimal functionality. While also communicating with upper management to streamline operations and address critical issues.

### Red Bud Restaurant

Jun. 2021 – Present

*Waiter*

*Richmond, BC.*

Red Bud Restaurant is a well-established Hong Kong-style café in Richmond, BC., serving a fusion of local and international cuisines for over 11+ years.

- Greeting and attending to orders from guests within the dining room as well as off premise orders (take-out & food delivery)
- Provided exceptional customer service while handling food packaging and payment processing.
- Maintained cleanliness and organization of the dining area, creating a pleasant environment for all patrons.

### Richmond Art Gallery

Jan. 2019 – 2020

*Gallery Attendant*

*Richmond, BC.*

Richmond Art Gallery is a cultural institution in British Columbia, showcasing contemporary art and hosting community engagement programs.

- Presenting a general overview of current art exhibitions to visitors, while regularly patrolling the gallery space so that all artworks are protected, maintained and accessible.
- Offering additional information on current or upcoming exhibitions, programs, and memberships; in person, by phone and email in a courteous and respectful manner while upholding Gallery policies.
- Collaborating with staff on various administrative duties such as upkeep membership databases, attendance recordkeeping, marketing mail outs, and online research.

## **Flux Entertainment**

*Games Attendant/ Supervisor*

**Jun. 2016 – 2018**

*Vancouver, BC.*

Flux Entertainment is an entertainment rental service in Vancouver, specializing in carnival games and claw machines for various events and parties.

- Providing personalized customer service to guests by engaging with various games and activities to seek interest. While clearly explaining rules, costs, addressing inquiries, and accurately managing cash transactions.
- Assisted in setting up various games and following protocols so that all equipment is functioning properly for an uninterrupted and safe guest experience.
- Monitored staff adherence to game rules and work etiquette, ensuring consistently high levels of guest satisfaction across all events.

## **Canada Six Fortune Enterprise - BC Division**

*Packaging Staff*

**Jun. 2016 – 2016**

*Burnaby, BC.*

Canada Six Fortune Enterprise is an Asian food wholesale distributor in Canada, catering to retailers and restaurants for almost 40+ years.

- Conducted quality checks on packaged products to ensure they meet company standards before distribution to customers and storefronts, while also performing other duties such as relabeling, repackaging and organizing shipments.

## **EDUCATION**

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### **Simon Fraser University**

*Major: BFA - Fine Arts – Minor: BA - Interactive Arts & Technology (Design Focus)*

**Jun. 2021**

*Burnaby, BC.*

## **PROJECTS**

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### [Varsity Hub](#)

- One of the classes' top projects in relation to health services. "Varsity Hub" is a mock application platform designed to assist varsity level athletes with handling semesterly course loads and schedules. While focusing on simplifying communication between athletes and staff members (ex. Coaches, Medical Staff, etc.). Varsity athletes and staff can now easily communicate their whereabouts, injuries, make medical appointments and allow coaching staff to access medical reports of their players seamlessly. All at a glance in one unified application.

### [Drugs.com](#)

- "Drugs.com" was an interface redesign challenge that reimagined and explored improvements for its platform and application. The challenge gained notoriety as it was already a well establish domain and popular online drug information resource.

### [QCD](#)

- "QCD" was a Minimum Viable Product under the course theme: Neurotech. In which focuses on products that "combine digital technology with advanced neuroscience to rehabilitate, change or improve the human brain." (SFU, 2020). "QCD" focused on being a virtually accessible exposure response prevention (ERP) Therapy for OCD patients. In hopes to provide another therapy resource/format that is not readily available.

## VOLUNTEER EXPERIENCE

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### BMO - Vancouver Marathon

*Volunteer*

*Vancouver, BC.*

The BMO Vancouver Marathon is an annual race held on the first Sunday of May each year in Vancouver, British Columbia. As the second largest international marathon in Canada, it has a certified running distance of 26 miles and 385 yards long.

- Making and distributing drinks to Marathon Runners, while keeping cleanliness and organization of the event spaces

### More Sports

*Volunteer*

*Vancouver, BC.*

Moresports is a registered non-profit society that aims to make sports and leadership opportunities accessible to all children and youth.

- Organized and lead extracurricular sports events for elementary students, enhancing their skills and teamwork in various sports such as soccer and badminton.

## CERTIFICATIONS, SKILLS & INTERESTS

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- **Certifications:** GPEB License - Gaming Policy & Enforcement Branch; CPR & Health Saver Course
- **Skills:**
  - **Transferable Skills:** Dependent & Independent worker, Multilingualism, Digital Literacy & Data Entry, Team Management & Mentorship, Customer Service/Hospitality, Interpersonal Skills – Communication (Active listening, Conflict resolution), Detail oriented & Adaptable, Critical Thinking & Problem Solving, Ability to multitask, Inventory Management, Payment Processing/Cash Handling
  - **Technical Skills:** Graphic Design; Print Design; User Interface (UI) Design; User Experience (UX) Design; Branding; Typography; Web Design; Video Editing; Animation
- **Technologies:**
  - **General Tools:** Microsoft Office Suite; UltiPro - Introductory
  - **Design Tools:** Adobe Suite – Adobe XD, Photoshop, InDesign, Illustrator, Muse; GIMP; Figma, Axure RP, Protopie/PenPot - Introductory
  - **Programming Tools:** Notepad ++ (C++), Codeblocks (HTML, Java, Python), IDE (Replit/Sublime Text)
  - **Animation & Video Tools:** Flash5, AfterEffects, Premier Pro
  - **Drafting Tools:** AutoCad, Sketchup & LayOut
  - **Audio Tools:** Audacity, Reaper, Max Programming
  - **Other:** Sketchbook; Spark AR; Cyberduck
- **Languages:** English; Cantonese; Taishanese (Native/Proficient)
  - Other: Basic French & Mandarin; Beginner Korean & Japanese
- **Interests:** Designing Paper Crafts & Models (Origami, 3D models, etc.); Graphic Design, Web Design, Product Design; Drawing, Painting & Sculpting; Architecture; Sports & Motorsports; Health Sciences