

QUANG CHIEU NGUYEN

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(647) 389-4432 • chieunq@gmail.com

QUALIFICATIONS SUMMARY

Dedicated, attentive, and client-oriented counsellor with more than 3 years of experience in working with newcomers to Canada.

- Experience in providing one-on-one personal advising and group information sessions for immigrants and international students on immigration-related topics such as education, employment, settlement, and immigration and citizenship in Canada.
- Knowledgeable about Immigration, Refugees and Citizenship Canada, Immigration and Refugee Protection Act, regulations, policies and procedures relating to international students
- Experience in developing and facilitating workshops/information sessions
- Excellent advocacy skills in assisting clients from diverse cultural and linguistic backgrounds
- Excellent computer skills (Microsoft Office Suite, MS Publisher, Photoshop)
- Strong communication, customer service, and problem solving skills
- Ability to work independently and as a team member; and maintain strong relationships with clients, colleagues and partners
- Good in tasks scheduling and organization with the ability to multitask and set priorities
- Fluent in Vietnamese: Able to perform English-Vietnamese Translation and Interpretation
- Ability to travel to visit community organizations and work non-traditional hours

PROFESSIONAL EXPERIENCE

- **Settlement Worker, VWAT Family Services** *April, 2013 – present*
 - Providing one-on-one counselling services to newcomers to Canada
 - Developing and facilitating information/orientation workshops for newcomers to Canada.
 - Providing crisis intervention to clients including networking with various partners to provide services and referrals
 - Events planning and management: Developing, coordinating community specialized cultural events
- **Guest speaker for Georgian College** 2013 - 2015
 - Guest speaker for Diversity and Multiculturalism course in Fall semesters @ Faculty, Human Services and Community Safety from 2013 to 2015.
- **Volunteer, Vietnamese Women's Association of Toronto** 2010 - 2012
 - Translator and Interpreter
- **Online Volunteer, United Nation Volunteers (UNV)** Nov. - Dec. 2010
 - Designing Poster for the International Volunteer Day celebration and designing UNV Vietnam newsletters.

EDUCATION

- **Social Service Worker (SSW) Diploma**, Georgian College, Orillia, ON Jan. 2012 – Apr. 2013
- **MSc in Engineering**, Chalmers University of Technology, Gothenburg, Sweden 1998-2000

REFERENCES

- **Barbara Baker, B.A., B.S.W., M.S.W., R.S.W | Faculty, Human Services and Community Safety | Georgian College** | 705.325.2740, ext. 3518 | barb.baker@GeorgianCollege.ca
- **Dr. Michael Kennedy, Professor, School of Human Services | Georgian College** | 705.325.2740, ext. 3032 | michael.kennedy@georgiancollege.ca
- **Suzie Addison-Toor, Director, Centre for Social Entrepreneurship | Georgian College** | Suzanne.addisontoor@georgiancollege.ca