

# EVAN LI

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## Professional Summary

Efficient Student pursuing a Bachelors of Science degree in Psychology/Computing Science, aiming to add value to a dynamic team while building skills and acquiring new knowledge.

## Skills

- Excellent Research skills
- Critical thinker
- 55 WPM typing speed
- Microsoft Word expertise
- Solid foundation in Psychological Processes
- Teamwork and collaboration
- Microsoft Office Suite Proficiency
- Bilingual in English and Mandarin

## Work History

### Administrative Assistant

Aug 2018 - Sep 2018

The Drop-In Center

Calgary, Alberta

- Entered clients and donor's information into the database such as contact information, number of items being donated, number of items taken, calculate the number and cost of supplies in our inventory, etc.
- Maintained high levels of confidentiality while creating files, reports and records.
- Greeted, assisted and directed visitors, vendors and the general public, employing a professional, courteous and respectful demeanor.
- Prepared documents in Word and Excel.
- Answered and managed incoming and outgoing calls while recording accurate messages.

### Host

Aug 2017 - Apr 2018

West Edmonton Rec Room

Edmonton, Alberta

- Updated daily logs, computer tracking systems and other relevant documentation.
- Addressed guest concerns and resolved all issues to guests' satisfaction.
- Prepared for large parties and reservations, anticipating planning and staffing needs.
- Maintained clean and presentable tables with tableware, spotless glassware, silverware and linens.
- Managed customer flow and backed up lines to reduce checkout wait time.
- Delivered quality service by providing a warm and welcoming environment.

- Worked closely with the chef to provide tasty options for guests with food allergies or intolerances.
- Offered enthusiastic and personable service to all customers.

### **Distress Line Worker**

Sep 2017 - Oct 2017

Canadian Mental Health Association

Edmonton, Alberta

- Communicated effectively with callers to help them figure out the resources they have available to progress through the situation they are in.
- Handle different specific situations such as substance abuse, domestic violence, suicide, LGBTQ, aboriginal callers, etc.
- Implemented specific interventions to decrease behavior excesses and increase behavioral deficits.
- Connected clients with community service and resource agencies.

### **Cashier**

May 2016 - Jul 2016

Staples

Calgary, Alberta

- Examined merchandise for signs of tampering or damage prior to processing returns and exchanges.
- Engaged customers warmly and provided immediate and dedicated assistance.
- Processed payments by check, cash, debit and credit and maintained accurate drawers.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.

### **Youth Counselor**

Sep 2011 - May 2015

Alberta Children's Hospital

Calgary, Alberta

- Child and Youth Advisory Council.
- Providing youth input on various topics in the Alberta Healthcare system.

## **Education**

### **Psychology**

Expected Graduation Dec 2019

University of Alberta

- Minor in Computing Science

## **Hobbies**

- Cooking
- Badminton