Albert Hui  
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**SUMMARY OF QUALIFICATIONS**

* Knowledgeable in customer service with hands on experience in business management
* Excellent teamwork skills developed through working in cross functional teams, demonstrating leadership during project planning and execution
* Proficient time management skills developed through use of Gantt charts and planning, office, taking initiative in managing time constrained projects with minimal to no supervision
* Exceptional oral and written communication skills displayed through leading meetings, working in team environments and report writing

**WORK EXPERIENCE**

* **Human Resources Administrator (Coop)**, Dillon Consulting LTD, January 2020 – Present
  + Assistance with variety of human resources administrative services to Dillon’s Talent Management team
  + Full- cycle recruitment activities, including screening of resumes, conducting phone interviews, reference checks and composing offer letters
  + Preparation of reports spreadsheets and presentations, letters and invoices to the talent management team
  + Development and maintenance of HR databases, COVID- 19 tasking and filing systems, archives and libraries
* **Customer Service Representative**, CIBC, Canada, August 2018 – November 2018
  + Carried out processed transactions, monetary transfers, deposits, commerce banking and needs of clients of the firm and stakeholders
  + Procurement of customer inquiries, on banking accounts, policies, products needs and services
  + Assessed needs and products, troubleshooting of firm software, financial program literacy and inquiries evolvements.
  + Assisted innovation projects for product development, and packaging design, working with commercial and production teams to meet milestones
* **Barista Supervisor**, Starbucks, Canada, July 2016 – Sept 2018
  + Crafted handmade beverages, foods and dining needs for clients of the company
  + Promoted company culture, values, missions and long-term milestones
  + Perform exceptionally daily customer service orientation behaviors to address customer needs professionally.
  + Restock, Clean, and reassure all parts of the store is clean, safe and up to company standards all times of opening hours.
  + Team value and strong working environment building, communication with team to meet daily quotas

**EDUCATION**

* **Bachelor of Commerce,** Business Management , Ryerson University, Sept 2013 – Apr 2018, Toronto ON
  + Human Resource Minor: Designed and worked on a Compensation and Benefits System
* **Candidate for CHRP**, Human Resource Management Post-Graduate, George Brown College, May 2019 – April 2020, Toronto ON (Part-time Study)

**ACHIEVEMENTS AND INTERESTS**

* Certified in WHMIS, G Class Driver’s License, and First Aid with CPR Level C
* Proficient in Excel, MS PowerPoint, Word. (Vlookup, Pivot Tables, etc)
* Working knowledge in Outlook, SPSS, and Office with interest in analytics
* Pursuing Professional Practice Exam for Human Resource Designation