

# Leo Suen

I am a highly skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency. Outstanding organisational skills allows quality service delivery, and I maintain the highest level of integrity to ensure the confidence and security of both client and company

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## Professional Experience

2023 – Present

### Waiter/Bookkeeper

Omni Noodle, Toronto, ON

- Warmly greet customers upon their arrival, ensuring a positive dining experience from the start.
- Accurately record food and beverage orders using POS ordering software, order slips, or memorization, ensuring precision in customer preferences.
- Efficiently handle payments, including cash and credit transactions, while maintaining accuracy and professionalism.
- Recorded and maintained financial transactions, including accounts payable, accounts receivable, and general ledger entries.
- Conducted regular bank reconciliations to ensure accurate financial records.

2015 – 2022

### Assistant Census and Survey Officer

Census and Statistics Department HKSAR, Hong Kong

- Skillfully collected statistical information from survey respondents and census participants, ensuring data accuracy and confidentiality.
- Responded to inquiries related to survey procedures and provided assistance to respondents in supplying information for surveys and censuses.
- Updated and maintained plans, records, and maps of survey areas, contributing to efficient data management.

### Logistics and Supply Chain Admin Assistant

Page One The Designer's Bookshop (HK) Ltd, Hong Kong

- Performed various clerical tasks, including typing, editing, and proofreading correspondence, reports, and documents using Microsoft Office Suite, Excel, and PowerPoint.
- Collaborated with the logistics manager to streamline warehouse operations, including comparing logistics invoices to procurement service requests to ensure accuracy and cost-efficiency.
- Assisted in the creation and preparation of complex databases, reports, and presentation materials for the logistics unit.

2014 – 2015

## Education

### Diploma in Software Engineering Technician 2023 – Present

Centennial College, Toronto, ON

Good Academic Standing

GPA: 4.351 out of 4.0

### BBA(Hons) major in Global Supply Chain Management 2011 – 2013

The Hong Kong Polytechnic University,

Hong Kong

Merit

GPA 3.48 out of 4.0

## Key Skills

Microsoft Word, Excel, PowerPoint

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Programming

C#, Python, JavaScript, SQL

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English, Mandarin, and Cantonese

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## Additional Skills

Full G Driving license

Attention to detail

Friendly and communicative

Expert in conflict resolution