

JOHN JANG

Customer Service Professional

Email: jscolbe9675@gmail.com | Phone: 647-553-3499

PROFILE

Customer-centric professional with 3+ years' experience: as a Store Staff at Loblaw Companies, implemented process improvements that reduced search/wait times by 20% and increased sales by 15%; as an ESL Instructor at Miller English Academy, boosted student engagement by 30% and achieved a 90% re-enrollment rate. Skilled in Microsoft Office, curriculum development, and process optimization to consistently deliver measurable metrics and exceptional customer satisfaction.

EXPERIENCE

Store Staff (permanent part-time)

Loblaw Companies Ltd

10 / 2021 ~ Present | Toronto, Ontario

Responsibilities:

- Assist customers with products, Q&As, or department characteristics
- Manage logistics of merchandise, product conditions in inventory and in-store, and cooperate with the affiliated supply chain companies

Key Achievements:

- Streamlined customer navigation by implementing an electronic map system, reducing search time by **20%**
- Coordinated with internal departments to streamline processes, **reducing** customer wait times by **20%**
- Proactively engaged with customers, leading to a **15% increase in sales**, even during off-peak seasons

English as a Second Language Instructor (contract, full-time)

Miller English Academy

02 / 2021 ~ 08 / 2021 | Republic of Korea

Responsibilities:

- Instruction & Curriculum delivery:

- Create a new MEA curriculum for the academic year of 2021 ~ 2022 based on the academy philosophy and vision, and report it to MEA CEO
- Deliver in-person classes using the MEA curriculum across various grade levels, developing comprehensive lesson plans, syllabi, and supplementary educational materials for senior kindergarten, primary, and secondary school students to foster an engaging classroom environment

- Classroom & Operational Management:

- Ensure optimal classroom conditions, manage facilities, and uphold rigorous record-keeping for daily attendance and student performance

- Administrative Compliance:

- Complete all required paperwork and documentation within deadlines, while strictly adhering to company policies and procedures

- Professional Collaboration & Development:

- Actively participate in staff meetings, in-house workshops, and ongoing teacher training programs; work collaboratively with academic managers to enhance program delivery

Key Achievements:

- Designed engaging and interactive classroom activities, resulting in a **30% boost in student engagement and retention rates**
- Introduced gamified reward systems to improve student satisfaction and comprehension
- Achieved a **90% re-enrollment rate** among parents through effective program design and execution

English as a Second Language Instructor (contract, full-time)

Sogang University

02 / 2020 ~ 01 / 2021 | Republic of Korea

Responsibilities:

- Instruction & Curriculum delivery:

- Deliver in-person classes across senior kindergarten, primary, and secondary levels using the SLP curriculum while developing comprehensive lesson plans, syllabi, and supplementary educational materials in line with the established standards to maintain an engaging classroom environment

- Classroom & Operational Management:

- Ensure optimal classroom conditions, manage facilities, and uphold rigorous record-keeping for daily attendance and student performance

- Administrative Compliance:

- Complete all required paperwork and documentation within deadlines, while strictly adhering to company policies and procedures

- Professional Collaboration & Development:

- Actively participate in staff meetings, in-house workshops, and ongoing teacher training programs; work collaboratively with academic managers to enhance program delivery

- Student Support & Communication:

- Provide targeted tutoring as needed, integrate constructive feedback to improve instructional effectiveness, and maintain clear communication with administrative staff regarding attendance and substitute arrangements

- Class Trip Coordination:

- Organize and coordinate class trips to complement the curriculum and offer students enriching, real-world learning experiences

Key Achievements:

- Delivered personalized instruction, achieving **95% student participation** through interactive and goal-oriented teaching methods
- Improved the learning outcome among students by 30% by developing practical exercises and implementing lesson-based activities like scavenger hunts

Administrative Assistant / Receptionist (permanent, full-time)
Birmingham International Collegiate of Canada

02 / 2019 ~ 01 / 2020 | Toronto, Ontario

Responsibilities:

- **Fast-paced work environment:**

- Excel in a fast-paced, high-pressure setting with tight deadlines and repetitive tasks, while managing specialized functions such as correspondence, financial statements, reports, invoices, and data visualization (charts, tables, graphs, diagrams)

- **Technical Skills:**

- Utilize advanced computer applications and business equipment—including the MS Office suite (Word, PowerPoint, Excel, Windows), Simply Accounting, and QuickBooks—to efficiently support administrative and financial operations

- **Administrative Support:**

- Perform key duties such as telephone screening, visitor reception, scheduling, data entry, filing, admissions support, record processing, and resource ordering, ensuring clear communication with parents, agents, and students to maintain smooth office operations

Key Achievements:

- Handled over **30+ phone inquiries** and in-person requests daily, resolving **90% of visitor issues** during first contact
- Organized and maintained **500+ administrative records monthly**, ensuring accurate documentation and compliance
- Played a key role in achieving an **80% re-enrollment rate** by providing professional and personalized administrative support to students and parents

EDUCATION

UX Design

York University

2022 01 ~ 08

Toronto, ON

Psychology & Neuroscience

University of New Brunswick

2013 09 ~ 2017 05

Fredericton, NB

High School Diploma

Fredericton High School

2009 09 ~ 2013 06

Fredericton, NB

TOOLS & SKILLS

Tools: Microsoft Office, Google Workspace, Zoom, Smart Boards, POS, Inventory Management Software

Skills: Demonstrate strong organizational and time management abilities, clear written and verbal communication, keen attention to detail, adaptability, creative problem-solving, and exceptional customer service with a collaborative mindset