

# Paul Zhong

## WEB DEVELOPER

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github.com/ Paulzhong-web

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Creative web developer who leverages technical, detail-oriented and problem-solving skills to create dynamic, high-speed website optimizing user experience

## EXPERIENCE

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### Manager Assistant | Toronto Cabinetry in Mississauga

APR 2018 – MAR 2019, MISSISSAUGA, ON

- Scheduled and coordinated appointments, and meetings for manager and client
- Marketed various products to customers by setting up booth and engaging customers in conversations leading to 20% increase in sales
- Designed contents to the website's homepage and created PowerPoint presentations for the store's upcoming events

### Financial Services Representative | TD Canada Trust

DEC 2016 – MAR 2018, TORONTO, ON

- Open new personal and non-personal accounts, assist customers by proposing solutions to address financial objectives such as Mortgages, debt consolidation, investments (mutual fund, GIC, TFSA, RESP, RRSP, RRIF, ext.)
- Met and exceed FSR goals on a quarterly basis by providing customer with financial advice that suites their financial goals to make banking easier (access to automated banking machine, telephone banking and online banking services)
- Proactively leveraged lobby leadership skill in order to collect constructive customer feedback to enhance the legendary customer experience

### Customer Services Representative | TD Canada Trust

JAN 2016 - JUL 2016, TORONTO, ON

- Possessed expertise in handling demanded customers and processed day-to-day financial transactions by using various automated financial software to enhance work efficiency
- Demonstrated excellent communication skills and able to effectively identify and satisfy customer demands, exceeded quarterly sales goal by 150%
- Provided outstanding customer services in multiple languages to build up strong customer relationships

## EDUCATION

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### BrainStation | Diploma Candidate, Web Development

SEP 2019 – DEC 2019, TORONTO, ON

### University of Toronto Scarborough | Bachelors of Business Administration, Specialist in Management and Finance

SEP 2011 – APR 2015, TORONTO, ON

## SKILLS

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Proficient in HTML, CSS, SASS, JavaScript, React, Node, Git, My SQL