

Philip Ng

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Adept worker with proficiency in analysis, interpretation, research, and multi-faceted political, economic and social evaluations. History graduate seeking to leverage tested critical thinking skills and 6+ years of experience supporting logistical operations for humanitarian organizations to earn a new position developing new skills.

Work

Process Guide – Amazon Fulfillment Centre (Sept 2018 – Dec 2019)

- Responsible for maintaining the quality threshold for the Outbound department's operations
- Deeply evaluated workflow process in order to problem solve shipments and deliver customer promise
- Monitored metrics and provided feedback to 75+ associates based on real-time performance
- Strong focus on root cause analysis in order to improve process and reduce barriers to overall productivity
- Coached and trained new associates on performance resulting in a 95% improvement quality assurance and associate productivity
- Assisted Area Manager and Process Assistants with management of associates and achieving daily metric goals
- Trained and prepared two new Process Guides upon declaration of departure from the company

Extracurricular activities

Camp Counselor - Centre for Immigration and Community Services, (July 2nd – August 31st, 2012)

- Coordinated with a team of 10 supervisors and camp counselors in planning, implementing and facilitating camp activities for over 100 campers over the course of two months
- Provided daily feedback and observations, bringing up issues and providing solutions to incidents or concerns involving or related to campers and parents
- Coordinated the logistics for necessary equipment or correspondence for the activities planned
- Conducted inventory and quality control of camp equipment

Logistics Coordinator – World Vision @ Queen’s University, (Sept 29th – March 20, 2014)

- Coordinated with local stores and major companies for sponsorship and outreach opportunities
- Collaborated with the President, Events Coordinator and Financial Advisor on budget and equipment for fundraising and awareness events
- Planned logistics of social outings with the team with Social Coordinator
- Collaborated in the organization of the “World Vision @ Queen’s University Polar Bear Dip”
- Held a half-an-hour, interactive, speaker workshop on social change to help inspire students to create change in their own schools and community with the team in collaboration with Commerce Kids'

Community Outreach and Event Coordinator, Commentator – HARD DROP Tetris Community (<http://harddrop.com>), (Sept 21st, 2013 – ongoing)

- Provided commentary for Hard Drop’s Tetris Effect demonstration at Summer Games Done Quick 2019, generating a live audience of 110,000 viewers on Twitch.tv and garnering over \$23,000 in donations for its duration
- Provided commentary for the annual Tetris Tournament Online World Championships from 2013 to 2019 for the Top 16 playoffs through to the Grand Finals
- Contributed to the Tetris Wikipedia, compiling and developing personalized coaching lessons as well as tutorials for aspiring talents and newcomers

Buddy Coordinator – Autism Partnership’s Buddy Program, (Oct 15, 2012 – Feb 13, 2013)

- Compiled weekly reports to the President on the progress and events of the week with the Buddy
- Planned activities at least once every week with the Buddy and coordinated the scheduling with both the President and parent

Student Teacher – Bachelor of Education Practicum, (May 4 – 22, 2015)

- Monitored and maintained individual case studies of students to expose oversights
- Assisted host teacher with the preparation and execution of daily lesson plans, facilitation of student’s needs and learning, and development and implementation of action plans toward student success

Education

University of Toronto Mississauga Coding Bootcamp – (Oct 2019 – April 2020)

Bachelor of Arts in History (Honours) – Queen’s University at Kingston (Sept 2012 – April 2018)