

**Sandy Shang**  
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### **Professional Profile**

Detail and service oriented; able to work quickly and accurately under pressure in fast paced environments, both independently and as part of a team. Able to handle multiple tasks to ensure that all are completed by their deadlines. Excellent interpersonal and communication skills; able to work with a diverse population.

### **Summary of Qualifications**

- Excellent verbal and written communication skills in English, French, Mandarin, and Cantonese.
- Ability to comply and uphold all company policy and follow mandatory procedures.
- Experienced in collaborating with stakeholders and colleagues to achieve mutually satisfying goals.
- Exceptionally well at detailing observations and notes.
- Extremely detail oriented and can work efficiently and accurately in a fast-paced environment.
- Committed to listening, understanding, and providing the best possible service to customers and clients.

### **Education**

#### **Centennial College**

**Toronto, Ontario  
2021—Present**

School of Engineering Technology and Applied Science

- Ontario College Diploma in Software Engineering Technician

#### **University of Guelph-Humber**

**Toronto, Ontario  
2015—2019**

University of Guelph

- Honours Bachelor of Applied Science in Justice Studies

Humber Institute of Technology and Advanced Learning

- Diploma in Community and Justice Services

Maintained an Average of: 85%

Member of Alpha Phi Sigma Criminal Justice Honor Society

## **Work Experience**

### **Medical (Ophthalmology) Secretary**

**August 2020—Present**

Toronto Eyelid Strabismus & Orbit Surgery Centre - Michael Garron Hospital

- Processed patient registration, scheduling, referrals, and inquiries.
- Managed procedure bookings.
- Maintained patient charts with up-to date test results, clinical notes, and relevant files.
- Processed OHIP, non-OHIP, and third-party billings and followed up on outstanding claims and resubmissions.

### **English as a Second Language Teacher**

**September 2019—June 2020**

Jinan Thomas Experimental Primary School

Jinan, Shandong, China

- Developed and delivered lesson plans according to the school's standards.
- Assessed students' learning and improvements with different examinations and tests.
- Evaluated students' class work and assignments.

### **Learning Support Peer**

**September 2018—April 2019**

University of Guelph-Humber

Toronto, ONT

- Organized and delivered Learning Skills workshops.
- Answered general questions and directed students to appropriate campus resources.
- Created and maintained a bank of resources, written resources, and data base relevant to academic programs.

### **Loss Prevention Security Guard**

**2016–2018**

Delta Safety and Security Services

Toronto, ONT

- Witnessed apprehension procedures and policies.
- Observed police officers conduct arrests, administer searches, and press charges.
- Supported customers with first aid needs.
- Written police reports for documentation purposes.

### **Court Clerk Support Assistant**

**January, 2018-April, 2018**

Toronto East Court

Toronto, ONT

- Assisted office and courtroom staff with administration tasks such as filing and customer service.
- Sorted and filed case files and dockets as specified by pre and post court duties.
- Assisted courtroom clerks with preparations before/during/after court proceedings.
- Mastered various software such as ICON to update online databases.

### **Page**

**2013–2014**

Malvern Toronto Public Library

Scarborough, ONT

- Sorted and shelved library materials with precision and attention to detail.
- Aided customers with their inquiries regarding library materials and catalogues.
- Assisted librarians with administration tasks such as filing and customer service.
- Supported program coordinators with facilitating events and meetings.

## **Certifications**

- TEFL Certificate January, 2019
- Police Criminal Background check April, 2019

*References available upon request.*