**Sandy Shang**

(416)477-8533

25 Pipers Green Avenue, Toronto, ONT M1S3J9

syph1997@gmail.com

**Professional Profile**

Fast learner and able to adapt quickly. Fluent in English, Mandarin, Cantonese, and French. 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.

**Vaccination Status**: Fully vaccinated. Proof of vaccine available upon request.

**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—May 2022 (Expected)**

School of Engineering Technology and Applied Science

* Ontario College Diploma in Software Engineering Technician
* Current GPA: 4.30

**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**

**Data Network Analyst July 2021—Present**

Telus – Barrie, Ontario

* Analyzed network requirements, set up computer networks, and configured computer hardware and software for optimal network communication.
* Interpreted mobility networks and data to troubleshoot various issues, such as mobile data, voice networks, LTE and voLTE connections.
* Gathered network data and submitted troubleshooting tickets with detail and precision.

**Medical (Ophthalmology) Secretary August 2020—July 2021**

Toronto Eyelid Strabisums & 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 costumers 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**

* G Driver’s License Nov 2021
* TEFL Certificate January, 2019
* Police Criminal Background check April, 2019

*References available upon request.*