



EXPERIENCE

D2L Inc.

Sept 2014 - Dec 2014

Project Coordinator

- Developed an Outage Matrix using Visio to outline processes required during database failures
- Regulated incidents, KBs, and PRBs to ensure customer satisfaction using ServiceNow
- Data mined reports to determine gaps and developed application improvements
- Coordinated with various teams to mitigate project issues including NOC/OI Monitoring, migrations, database performances, PRBs, SQL Scripts, and capacity planning

Lug Canada Inc.

Jan 2014 - Apr 2014

Customer Service/Business Development Associate

- Effectively responded to customer inquiries, warranty claims, returns/exchanges, and feedback
- Collaborated with The Shopping Channel, Amazon, eBags, Zulily, and Wayfair with orders, ASNs, EDIs, shipping reports, and inventory reports
- Worked with all departments regarding order placements, product defects, website audits, credit memos, and order investigations

Prep 101

Sept 2013 - Dec 2013

Medical College Admission Test Promotor

- Promoted and facilitated Medical School seminars to University students
- Gathered information on target demographic to advance promotional tactics

CNE

July 2013 - August 2013

Roulette Croupier/Supervisor

- Resolved customer conflicts and clarified regulations
- Efficiently managed time to maximize productivity
- Displayed teamwork skills to coordinate safe and effective procedures
- Followed strict security rules and reported any mishaps to residing supervisors

REMIC

June 2013

Sales/Marketing Intern

- Implemented new courses and web-building using Moodle and Microsoft Office Suite
- Collected data to develop strong consumer client base utilizing SalesForce
- Created effective advertisements targeted towards brokerages and consumers

TVphoon Inc.

May 2013 - June 2013

Business Development Intern

- Developed cost-effective SEOs that would increase firm website traffic
- Utilized Google Analytics to examine traffic trends and design marketing tactics

EDUCATION

UNIVERSITY of WATERLOO

2012 - Present

Honours Arts and Business, Coop

Legal Studies Major

Economics & Cognitive Science Minors

Relevant Courses

2012 - 2013

Introduction to Microeconomics & Macroeconomics, Accounting for Managers

2013 - 2014

Entrepreneurship Principles, Commercial & Business Law

2014 - 2015

Government & Business, Marketing, Social Statistics

VOLUNTEER

Costca Law Firm

Mar 2014 - Apr 2014

• Legal Intern

- Efficiently transferred case documents, including court case summaries, police reports, affidavits, and supporting evidence to electronic storage

Canada Revenue Agency

Feb 2010 - Apr 2012

• Income Tax Preparer

- Successfully filed income tax for low-income individuals, immigrants, and refugees
- Analyzed and organized financial records to determine forms required
- Communicated with clients about additional deductible expenses and allowances

Toronto Parks & Rec.

Jun 2010 - Aug 2012

• Volunteer Captain

- Effectively worked with team to organize community events, including a Job and Volunteer Fair
- Managed volunteers through course of rules, regulations, responsibilities and requirements
- Contacted sponsors and guests, allocated budgets for various activities, and addressed any questions or concerns

AWARDS

Honour Roll

2009 - 2012

• Agincourt Collegiate Institute

- Ontario Scholar 2012

Marketing Convention

June 2012

• 2nd Place Overall - Agincourt Collegiate Institute

- Awarded second place for an outstanding overall presentation for developed hypothetical DBRS at marketing convention
- Cooperated efficiently with partner to develop business report including sales, advertising, product analysis, performance analysis, and financial records

CERTIFICATIONS

In progress

In progress

• Certified Associate in Project Management (CAPM)

• Statistical Package for the Social Sciences (SPSS)



PROGRAM & SOFTWARE SKILLS

Program Skills

MICROSOFT OFFICE SUITE	● ● ● ● ●
NETSUITE	● ● ● ● ●
VENDORNET	● ● ● ● ●
SALESFORCE	● ● ● ● ●
ONE NOTE	● ● ● ● ●
SERVICENOW	● ● ● ● ●

Software Skills

PHOTOSHOP	● ● ● ● ●
VISIO	● ● ● ● ●
INDESIGN	● ● ● ● ●
MOODLE	● ● ● ● ●
BOOTSTRAP	● ● ● ● ●
JQUERY	● ● ● ● ●

Web Skills

HTML	● ● ● ● ●
CSS	● ● ● ● ●
SQL	● ● ● ● ●
TURING	● ● ● ● ●
JAVASCRIPT	● ● ● ● ●
80 -100 WPM	● ● ● ● ●



ACTIVITIES & INTERESTS

- UW Poker Club Executive (Spring 2014 - Present)
- VP of Communications for UW Law Society (2014)
- Mennonite Coalition for Refugee Support Volunteer (2014)

- University SOS Tutor (2013 - 2014)
- UW Finance Society Member (2012 - 2015)
- UW Marketing Advisory Board Executive (2014)

Languages: Fluent in English, Mandarin, Taiwanese