

Tony Liu

403-993-1558 | tl0226yn@gmail.com | 2205 Lower Mall, Vancouver, BC V6T 1Z4

EDUCATION

University of British Columbia
Bachelor of Applied Science

Vancouver, BC
Expected Graduation: May 2026

WORK EXPERIENCE

Guest Experience Guide
FlyOver Canada

May 2022 - Sep 2022
Vancouver, BC

- Demonstrated strong customer service skills by greeting guests, answering questions in a professional manner, and providing clear instructions, contributing to FlyOver's success as a top 5 tourist attraction in Vancouver.
- Booked up to 200 guests per shift onto timed rides by following proper scheduling procedures to prevent overloads.
- Processed a variety of payment types ranging from cash to credit and debit cards to vouchers from over 40 third-party providers.
- Edited photos using Kodak's photo editor to remove blurs and inconsistencies prior to showing to guests.
- Maintained excellent safety standards while performing multiple tasks and working in a fast-paced environment.

Piano Teacher
Sonata School of Music

Sep 2019 - Jul 2021
Calgary, AB

- Taught beginner-level piano to children through one-on-one lessons, helping over a dozen students improve their playing and note-reading abilities.
- Created weekly lesson plans and made necessary adjustments to assist students in improving weaknesses.
- Communicated with parents after each lesson regarding their child's progress to facilitate learning and practicing outside of class.
- Performed teaching assistant duties in group piano lessons of up to ten students by encouraging participation in team activities and providing support with understanding technical concepts.

VOLUNTEERING EXPERIENCE

Kitchen Volunteer
UBC Sprouts

Feb 2022 - Jul 2022
Vancouver, BC

- Provided excellent customer service by greeting and taking orders from customers, carefully writing tickets, and offering alternative choices when options are not available.
- Coordinated with 5-8 other volunteers to perform tasks ranging from prepping and cooking food to cleaning dishes and utensils in a high pressure environment, feeding over 50 students per shift.
- Restocked the community fridge and freezer with fresh products from deliveries and donations weekly, reducing food insecurity by increasing access to free food for hundreds of students and staff.

Youth Volunteer
Calgary Public Library

Jun 2018 - Feb 2020
Calgary, AB

- Tutored groups of up to four children aged 6-12 in programming, science, and reading youth mentorship programs.
- Assisted library staff in more than 10 special events by engaging with patrons through interactive activities, directing traffic flow, and helping with setup and cleanup.
- Greeted more than 500 guests and offered free hot chocolate and informational brochures at the grand opening of the new Central Library.

SKILLS

Languages: English, Chinese (Mandarin)

Communication: Teamwork, guest service, teaching, mentoring

Technical: Cash register, point-of-sale systems, Microsoft Office, photo editing, programming

Certifications: Alberta Class 5 GDL Driver's License, Emergency First Aid (CPR & AED)