

# Troy Bauce

Fourth Year Undergraduate Student

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## Profile

- Solid communication skills developed via work and volunteer experience
- Quick learner, able to work effectively under pressure
- Proficient at working in and coordinating groups
- Customer service experience from retail work

## Experience

**Zehrs Markets | 297 Eramosa Rd, Guelph, ON | Seafood Counter Clerk | November 2021 – August 2022**

- Responsibilities included preparing seafood for sale, packaging product for customers and upkeep of the seafood counter
- Successfully dealt with an extremely difficult customer situation by evaluating the available options and negotiating with the customer
- Successfully dealt with the Boxing Day rush by effectively coordinating myself and my coworker to efficiently perform tasks

**Waterloo Experience (WE) Accelerate Program | D2L Brightspace Training | Project Team**

**Member | June 2024 – August 2024**

- Successfully created a course on corporate sustainability reporting using proprietary software
- Effectively worked as part of a four-person team to efficiently complete the project tasks

**The Elliott Community | 170 Metcalfe St, Guelph, ON | Long-term Care Volunteer | October 2019 – January 2020**

- Responsibilities included moving residents to the Church service and providing refreshments afterwards, all while interacting with them
- Communicated effectively with individuals who experienced hearing or mental deficiencies

## Education

- Candidate for Bachelor of Arts, Honors Psychology, University of Waterloo, Waterloo, Ontario, September 2022-present
- International Baccalaureate Diploma Program, Guelph Collegiate Vocational Institute, Guelph, Ontario, 2022