

Colin Zhou

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Highly motivated and customer-focused individual seeking a part-time job position. offering exceptional communication skills, a friendly and professional demeanor, and experience in cashiering. Eager to contribute to the smooth operation of a sales advisor, providing excellent service to customers and ensuring their satisfaction.

EDUCATION

Centennial College, Ontario

Software engineering technician, December 202 (Expected Graduation Date).

WORK EXPERIENCE

Sales Representative | Lucky Mobile

(2023, April-Present)

- > Demonstrated expert product knowledge, providing accurate information to customers and assisting them in making informed purchasing decisions.
- > Developed and maintained positive customer relationships, resulting in a high rate of customer satisfaction and repeat business.
- > Proactively identified and pursued sales opportunities, utilizing persuasive communication and negotiation skills to close deals.

Founder of "Kernis Vintage "

(2022, December-2023, April)

- > Source and vintage items from across Canada
- > Utilize knowledge of Chinese market trends to select items with high potential for sale in China
- > Oversee all aspects of the business, including marketing, sales, and shipping
- > Assisted customers in selecting and purchasing vintage items
- > Maintained an up-to-date understanding of market trends and pricing
- > Posters and photos for the store (Kernis Vintage)> Link to Keris Vintage RED account:

<https://www.xiaohongshu.com/user/profile/5f019cb20000000001002cca?xhsshare=CopyLink&appuid=5de4beb50000000001009c10&apptime=1683471052>

Cashier | Si Fu Bao Pastry

(2021.12-2022.06)

- > Greeted and assisted customers in a friendly and professional manner, providing product information and recommendations as needed.
- > Operated a cash register and processed cash, credit, and debit card transactions accurately and efficiently.
- > Maintained a clean and organized checkout area, ensuring the availability of necessary supplies for smooth operations.
- > Handled customer inquiries, concerns, and complaints promptly and resolved issues to ensure customer satisfaction.
- > Collaborated with the bakery team to ensure timely and accurate order fulfillment.
- > Balanced cash drawer at the beginning and end of each shift, maintaining accurate records of transactions.
- > Assisted in inventory management, including stock replenishment and rotation.

Related skills

- > Fluent in English and Mandarin
- > Proficient in international shipping and customs regulations
- > Skilled in market research and analysis
- > Experienced in using social media and e-commerce platforms to market and sell products (Redbook, Goofish, Wechat etc)

Personal qualities

- > Detail-oriented and organized
- > Adaptable and flexible in a constantly changing market
- > Committed to excellent customer service and building long-term relationships with clients