

# Brenda Lau

## Station Attendant - Air Canada

Edmonton, AB

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To find a rewarding career helping those in need while embracing my current abilities as well as expanding my knowledge.

### WORK EXPERIENCE

#### Station Attendant

Air Canada - Edmonton, AB -

2014-09 - Present

- Review of incoming and outgoing loads and cargo
- Ensuring loads are completed accurately and timely
- Sort and load/unload luggage/cargo onto designated aircraft
- Bring in and push out aircraft
- Operated machinery safely around the aircraft
- Carry/assist disabled passengers onto the plane and into their seat

#### Administrative Asst

MC Forest Products Inc - Edmonton, AB -

2014-10 - 2016-06

- Daily billing and routing of pulp produced at mill in Athabasca, AB and shipments beyond
- Execution of bills of lading & shipping instructions for shipments by vessels
- Compile and submit official reports as required by Statistics Canada (B-13 Summary Reports)
- Customs broker clearance and documentation
- Reconcile all A/P, including storage and trucking costs
- Investigate and resolved billing and invoicing inquiries
- Ensure month-end cut-off procedures complete

#### Lead Ramp Agent

Airport Terminal Services - Edmonton, AB -

2012-08 - 2014-09

- Ensure weight and balance of aircraft meets requirements
- Keep constant contact and updating with Load Planners
- In charge of incoming and outgoing flights
- Offload and loading of luggage in a timely matter
- Bring in and push out aircrafts
- Ensure flight departs on time and close out procedures are adhered to
- Operate machinery safely around the aircraft

- Schedule and coordinate departmental meetings
- Assist in the posting of executed documents to internal portal
- Prepare general correspondence and handle incoming correspondence
- Pro-actively supported Airport Authority culture of environmental sustainability, and corporate and social responsibility

### **Manager/Supervisor**

Five Guys Burgers and Fries - Edmonton, AB -

2011-08 - 2012-08

- Opening and closing of store
- Running end of day reports, ensuring cash is balanced
- Supervision of employees
- Create and distribute employee and Supervisor schedules
- Create and distribute inventory orders and reports to Corporate Head Office and employees
- Bank deposits
- Handling and satisfying customer complaints
- Screening resumes and interview potential employees

### **EDUCATION**

#### **Diploma in Community Support Worker**

Robertson College - ONGOING - Edmonton, AB

#### **High school diploma**

Lillian Osborne High School - Edmonton, AB

### **SKILLS**

60 wpm, dictation, Highly organized, PowerPoint, transcription

### **ADDITIONAL INFORMATION**

- Computer Skills - Intermediate skills in Word and PowerPoint
- Organizational/Multi-Task Skills - Ability to allocate time effectively, work under pressure and manage tight deadlines; ability to handle multiple demands and competing priorities, and adapt to new ideas and constant changes
- Relationship Skills - Superior oral and written communication skills; ability to develop and sustain cooperative working relationships at all levels
- Ability to exercise confidentiality and discretion
- Typing speed of 60 wpm (transcription and dictation)
- Highly organized
- Strong teamwork skills