

Aidan Matthew Lee (he/him)

Vancouver, Canada | lee.aidan.matthew@gmail.com

Education

Technical Writing Certificate| Sep 2023 - ONWARDS

- British Columbia Institute of Technology
- Part-time

Bachelor of Arts – English Language Emphasis | Sep 2018-MAY 2023

- University of British Columbia, Vancouver, B.C.
- Graduated with Distinction

Experience

SECONDARY CAREGIVER| FAMILY | 2014– JUNE 2024

SALES ASSOCIATE/KEYHOLDER | DAISO | MAY 2022 – AUGUST 2023

- Greeting and directing customers
- Answering customers' questions about specific products
- Organizing merchandise on shelves and restocking them when they become low or empty
- Ability to use cash register, accurately processing cash, check credit card payments, returns, and exchanges
- Assist in maintaining the back stock room and setting up merchandise displays on the sales floor
- Collaborating with fellow team members to keep the sales floor area clean and organized at all times
- Carry out other store administrative tasks as directed by the Store Manager or Assistant Manager
- Store Opening/Closing responsibilities

FSWEP STUDENT | SERVICE CANADA CERB CALL CENTRE (WORK FROM HOME) | MAY – SEPTEMBER 2020

- Answering inbound calls from clients in a friendly and courteous manner
- Provide information on the CERB program in response to questions regarding eligibility, application process, and escalating to other departments should the client require more specialized help
- Adapt to the CERB's constantly changing guidelines and procedures

Skills

- Writing, editing, and proofreading
- Organization
- Microsoft Office Suite
- MadCap Flare