

# Aidan Matthew Lee (he/him)

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## 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