

# Angela Mak

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## Skills

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- Effective organizational skills from creating unique weekly lesson plans for piano students
- Strong communication skills from previous employment as a customer relations specialist at Buytopia.ca and communicating with clients of Ido Studio
- Ability to work in a fast-paced environment from Spring 2014 co-op experience with PricewaterhouseCoopers
- Strong attention to detail from working with numbers in taxation department of PricewaterhouseCoopers
- Proficient in Cantonese (reading, writing, listening, and speaking)

## Education

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- Candidate for Bachelor of Arts in 2016, **Arts and Business**, Co-operative Program, University of Waterloo, Waterloo, Ontario, September 2011 – Present
- Candidate for **Psychology Major**
- Candidate for **Human Resources Management Specialization**

## Work Experience

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Investor Relations Intern at **Citco (Canada)** – Toronto (January 2015 – August 2015)

- sorted, logged, and distributed incoming electronic mail and updated investor information
- updated database with most recent and correct investor information on a daily basis
- prepare daily report to managers and supervisors to display statistics of specific work queue
- verify order confirmations to clients to be sent on a daily basis
- assisted the investor relations department with projects as needed

Assistant Makeup Artist at **Ido Studio** – Markham/Scarborough (September 2014 – December 2014)

- styled hair and makeup for bridesmaids and other members of the bridal family at weddings
- met styling needs of clients and provided service at their requests

Intern at **PricewaterhouseCoopers** – Hong Kong (April 2014 – August 2014)

- prepared tax computations for submission to the revenue department based on most recent financial statements
- analyzed financial statements to find the figures to be used for the tax computations

- drafted email inquiries to clients regarding information for further clarification, breakdowns, and confirmation
- assisted members of the team with photocopying, scanning, and finding documents to facilitate work process

Customer Relations Specialist and HR Assistant at **Buytopia.ca** – Toronto (August 2013 – December 2013)

- picked up phone calls and answered emails on a daily basis, handle customer complaints and provide assistance
- communicated with customers regarding issues with their orders or promoting new products and services
- assisted in the hiring process of the new co-op students: listened to interviews and gave input on their performance to discuss with managers
- constructed a training manual to train new employees taking over my position

Private Piano Teacher – Mississauga, Ontario (June 2011 – August 2012)

- prepared detailed and catered lesson plans to assist student in learning fundamental concepts
- followed up with students outside of class to track progress of learning and be made aware of any problems
- followed up with parents outside of class via phone calls to address any concerns or questions

### **Relevant Education**

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- possess fundamental Financial Accounting and Managerial Accounting knowledge (Course: ARBUS 102)
- studied Professional and Business Ethics (Course: ARBUS 202)
- studied Business Communication courses (Course: ENGL 210F)
- studied Training and Development (PSYCH 340), Health and Safety (HRM 305), Labour Relations (HRM 307)
- currently studying Strategic Human Resource Management (HRM 301), Compensation (HRM 303)