

# Betty Kwong

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## Qualifications

- Experienced in communicating verbally and non-verbally
- Skilled in relaying and documenting messages and information between different parties
- Quick at understanding procedures and developing new skills
- Efficient in working independently as well as with a team
- Microsoft: Word, Excel, PowerPoint, Outlook, OneNote, Visio, OneDrive
- Programming Languages: Python, Java, SQL, C++
- Web Development: HTML, CSS, JavaScript

## Extra-Curricular Activities

*Aug 2016 - Apr 2019*

### **Vice-Chair / Webmaster / Treasurer** | Association for Computing Machinery at UOIT

- Scheduled meetings with club members and organized educational events to aid students in improving their programming skills
- Oversaw club finances by ensuring budget needs and financial controls were maintained
- Updated website biweekly to inform members of events

## Education

*Sep 2015 - Jun 2019*

### **Computer Science - Digital Media (BSc Hons)** | University of Ontario Institute of Technology

## Work Experience

*Mar 2021 - Present*

### **Licensing Clerk** | Don Valley North Lexus

- Coordinated with the Ministry of Transportation and Product Advisors to license vehicles for customers and company employees
- Managed files and organized paperwork in preparation for delivery process
- Stocked new incoming vehicles into dealership inventory system by accurately inputting data including vehicle specifications and price

*Dec 2020 - Mar 2021*

### **Receptionist** | Don Valley North Lexus

- Greeted customers and provided a positive first impression of the company
- Resolved inquiry calls from customers by assisting their request or redirecting to the proper department or individual
- Documented messages left by customers and relaying to the requested party

*Nov 2019 - Mar 2020*

### **Sales Associate** | Freedom Mobile

- Assisted customers with hardware and software inquiries in person and through telephone
- Maintained confidential information of customers while being diligent against fraud
- Displayed knowledge in bilingual skills by communicating interchangeably to customers
- Received and sorted packages of mobile phones and store signage

*May 2017 - Dec 2018*

### **Sales Associate** | Bombay Company

- Operated cash register and learned to effectively use POS system
- Provided phenomenal customer service by managing inventory and store cleanliness
- Organized stock and assisted in designing the display of the store