

CHLOE MA

74 Emerald Garden Crt, Markham, ON L6C 1W3 | (647) 325-6620 | cchloema535@gmail.com

QUALIFICATIONS

- Strong communication skills; fluent in English, French, Mandarin, and Cantonese
- Certified for CPR, Standard First Aid, and Chinese Proficiency Progression Assessment

EXPERIENCE

Marketing Assistant (Full-time)

June 2024 - July 2024

Centre for Immigrant and Community Services, Markham, ON

- Filmed and edited orientation videos to introduce language programs to newcomer students, enhancing their understanding of services offered by CICS.
- Provided translation support in Cantonese and Mandarin for immigrant and refugee students with limited English proficiency, ensuring clear communication.
- Assisted in planning and executing large-scale events, such as graduation parties, by coordinating activities like games, a photo booth, and a potluck.
- Designed and distributed promotional materials, including flyers, to raise awareness of language programs in community spaces.

Server/Busser (Part-time)

June 2022 - August 2022

Congee Queen, Markham, ON

- Cooperated closely with the kitchen crew and other waitstaff, effectively communicating to ensure that orders were accurately prepared and served on time.
- Demonstrated excellent organizational and time management skills, keeping track of multiple tables and orders at once while maintaining a high level of quality.
- Interacted with customers in a friendly and engaging manner, fostering a welcoming and hospitable atmosphere that helped to create a memorable dining experience.
- Assisted with cleaning and maintenance tasks, including sweeping, mopping, and wiping down tables, ensuring a clean and hygienic dining environment.

Merchandising (Co-operative Education)

February 2022 - June 2022

Alphabroder, Markham, ON

- Acquired and maintained extensive knowledge of products and company procedures to proactively address customer inquiries.
- Conducted market research and competitor analysis to identify market trends and opportunities for business growth.
- Demonstrated capability in enhancing inventory management by efficiently organizing and restocking the inventory room.
- Actively participated in team meetings and contributed valuable insights and suggestions for process improvement and innovation.

EDUCATION

University of Waterloo, Waterloo, ON

September 2023 - 2028

- Bachelors of Global Business and Digital Arts

Grade 12 Student

September 2019 - June 2023

Pierre Elliott Trudeau High School, Markham, ON

- French Immersion Student
- Principal's Honour Roll
- Arts and Culture Specialist High Skills Major Student (SHSM)