

YZA CASTRO



(+1) 437-238-8716



yasc11003@gmail.com



Thornhill Ontario, L3T 4H4

EDUCATION

Centennial College, Scarborough, ON

Master of Health Informatics, Health Informatics Technology

Expected in 04/2025

La Consolation University Philippines, Malolos, Philippines

Senior High School Diploma, Accountancy and Business Management

Graduated on 04/2021

Child Jezus Montessori School, Santa Maria Bulacan, Philippines

High School Diploma

Graduated on 04/2019

OBJECTIVE

An independent individual who is responsible and willing to learn from new experiences and other labor works. Not afraid to face trials and always welcome new ideas to improve not only myself but also the company I am gonna work with.

SKILLS

- Effective Customer Service
- Time Management
- Organized
- Flexible
- Focused
- Fast Learner
- Accurate
- Attention to details

WORK HISTORY

CASHIER **ALLAN'S PASTRY SHOP LTD.** **Karyn Lee**, Scarborough, ON
03/2023 - Current

- Prepared wide variety of goods such as Jamaican patties, breads and tarts.
- Cleaned and maintained store appearance every opening and closing of the store.
- Greeted customers entering store and responded promptly to customer needs.
- Built relationships with customers to encourage repeat business.
- Operated cash register for cash, and check transactions with excellent accuracy levels.
- Stocked, tagged and displayed merchandise as required.

CASHIER - BARISTA **TREETEA MILKTEA HOUSE** **Gerlie Salonga**, Bagbaguin Philippines
02/2019 - 03/2020

- Maintained and sanitized service stations, prep areas, and countertops.
- Prepared food and drinks while following safe food handling procedures.
- Unloaded and stocked kitchen supplies.
- Welcomed customers and helped determine their needs.
- Operated cash register to record transactions accurately and efficiently.
- Handled cash with high accuracy and took care to check bills for fraud.
- Used POS system to enter orders, process payments and issue receipts.

SOCIAL MEDIA - BUSINESS EDITOR **MAMASUK PH (E-Cig Online Shop)** **Allan Bonus**, Bocaue Philippines
June 2022 - October 2022

- Increased customer engagement through social media.
- Developed marketing content such as promotional materials, and advertisements for social media.
- Managed relationships with third-party vendors and suppliers to establish timely delivery of services.
- Negotiated with suppliers to secure best prices for products.
- Handled customer inquiries and orders courteously and professionally.
- Processed and tracked orders and shipments to verify accurate and on-time delivery of products.