

## **Mok Tsz Him Eric**

Toronto, ON

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### **HIGHLIGHTS OF QUALIFICATIONS**

- Strong interpersonal and communication skills used to collaborate with customers and colleagues cooperatively and proactively
  - Proficient in Microsoft Office including: Word, Excel, Powerpoint, and Outlook
  - Excellent communication skills: writing, speaking, reading, and listening
  - Fluent in multiple languages including: English, Cantonese and Mandarin
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### **RELATED WORKING EXPERIENCE**

#### **Teabarista**

Sep. 2021 - Present

Ten Ren's Tea, Scarborough, ON

- Engaging with customers to promote seasonal drinks and offers
- Assisting managers with helping newcomers adapt to the working environment
- Calculating the sales of working days and conducting daily reports and analytics
- Providing assistance to customers according to their specific needs
- Maintaining excellent quality of products and drinks

#### **Senior Program Worker**

Nov. 2019 - Feb. 2021

Hong Kong Christian Service, Kowloon, Hong Kong

- Organized tailor-made programs for hidden youth (troubled youth)
- Recruited participants proactively through school and home-visits
- Prepared presentation reports and statistics for senior management
- Attracted over 100 newcomers by marketing and branding the project
- Maintained a cooperative relationship between funders, schools and NGOs

#### **Assistant Program Secretary**

Oct. 2018 - Nov. 2019

The Chinese YMCA of Hong Kong

- Promote training course and programs to parents and service users
  - Deal with company and parents to facilitate training course and programs
  - Organize activities and volunteer groups for youth
  - Facilitate the at-the-school programs
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### **EDUCATION**

#### **Post-Graduate Certificate in Business**

Centennial College, *Toronto, ON*

Sep. 2021 - Present

Relevant courses: Marketing Project Management, Marketing Analysis and Planning, Applied Qualitative Research

#### **Bachelor Degree in Journalism and Communications**

The Hang Seng University of Hong Kong (HSU)

Sep. 2014 - Aug. 2018

Relevant courses: Crisis and Issues Management, Online Journalism and New media, Persuasive Communication, Conflict and Negotiation, Leadership Communication, Introduction to Corporate Communication

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### **VOLUNTEER WORK**

#### **Co-organizer of Uni-YMCA (HSU) Fiji Service Trip**

Jan. 2018

- Held meetings with participants to schedule the trip
- Organized service in Fiji YMCA for the teenagers

#### **President of Uni-YMCA (HSU)**

Mar. 2016

- Held meetings and activities with other universities in Hong Kong
- Organized volunteer services for over 1000 students and service users

**Participant of Uni-YMCA (HSU) Sri-Lanka Service Trip**

Jan. 2016

- Facilitated the service and activities in the trip