

# Gillian Young



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## Highlights Of Qualification

- Over 4 years of customer service and retail experience in fast-paced environments
- Strong communication skills with the ability to engage and assist diverse customers
- Proven ability to work both independently and as part of a collaborative team
- Highly organized with attention to detail in merchandising and stock management

## Education

### University of Waterloo (UW)

Environment and Business, Honours Co-op (2B)  
Sept 2023 – Present

- Previously completed two years in the Global Business and Digital Arts (GBDA) program
- Recipient of the President's Scholarship of Distinction (Entrance Award), June 2023

### Elmira District Secondary School (EDSS)

Achieved Honour Roll in grades 9 - 12

2019 - 2023

## Awards & Achievements

Winter Design Jam with Rogers (Runner-Up)	2025
Ronald Earl Lorch Memorial Scholarship	2023

## Technical Skills

- Proficient in using POS systems and handling cash, debit, and credit transactions
- Coding: Racket/Scheme, Python
- Adobe Photoshop, Illustrator, InDesign, Premiere Pro
- WHMIS Certified

## Work History

### Galaxy Cinemas Waterloo

06/2021 - 08/2023

- Concession:
  - Delivered friendly and efficient sales service on the register, selling tickets and preparing food
- Floor:
  - Worked as a team player to problem-solve and enhance our guests' theatre experience

### Old Navy Waterloo

03/2024 - 08/2024

- Salesfloor:
  - Assisting customers in finding suitable styles and fits for clothing, and keeping displays organized
- Fitting Rooms:
  - Processing clothing by relabelling and sorting, checking available stock and processing items in the back of house

## Volunteer Experience

### Outers Club, University of Waterloo - General Executive

08/2025-Current

- Selected for executive role with university outdoor recreation club focused on teaching and uplifting members
- Planning and executing monthly hiking and social events while managing equipment inventory and procurement
- Participating in executive board meetings and staffing equipment room shifts to support club operations

### ESS Coffee Shop, University of Waterloo - Barista

05/2025-Current

- Supports operations at a student-run café that prioritizes sustainability and local food sourcing
- Learning to take customer orders, prepare beverages, and maintain health and safety standards
- Gaining experience in providing friendly, efficient service in a fast-paced environment

## Club/Team Involvement

### Community Involvement:

- |   |           |
|---|-----------|
| ● Attended Blend Conference                         | 2025      |
| ● Rogers Design Jam                                 | 2025      |
| ● UW English Club                                   | 2025      |
| ● UW/UX Design Club Meetings                        | 2024-2025 |
| ● UW Archery Club                                   | 2023      |
| ● Newspaper Club: Editing articles on school events | 2022      |

- Robotics Club:
  - Software (C++)
  - Media (photography and videos for club)
- Charity Team 2020
- Volleyball Team 2019

**Athletics:**

- EDSS Track and Field 2023
- EDSS Tennis Team 2022

**Interests**

- Graphic Design
- Photography
- Music
- Hiking
- Reading
- Interior Design

**References**

Available upon request