

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: 2021
 - 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