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| Jamie Chau  647-631-1686  Email : [J.chau905@gmail.com](mailto:J.chau905@gmail.com) · LinkedIn: [linkedin.com/in/jamie-chau-7998ba185](https://www.linkedin.com/in/jamie-chau-7998ba185) · |
| Motivated individual with managerial experience in performance management, employee relations and customer service. With my skillset I am able to lead employees to create a suitable environment where employees feel comfortable to perform productively in contributing to the success of the organization. I believe that effective communication and teamwork will contribute to the success and growth of a company. |

# Skills

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| * Leadership * Teamwork * Communication * Cyber Security Analysis | * Tech Savvy * Self-Motivated and Quick Learner * Problem Solving and Multi-Tasking * Troubleshooting |

# Experience

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| August 2013 – PresentDuty Manager, Park N’ Fly Toronto Mississauga, on  * Manage a shift of 60-80 employees per day in different positions * Schedule staff according to business plan, while maximizing efficiency and reducing labour costs * Create daily plans for vehicle movement between different lots to maximize parking space and reduce travel time between vehicle movements. * Manage lot closure during peak seasons to maximize lot capacity * Direct shuttle busses to and from our three Park N’ Fly facilities to both YYZ terminals to pick-up and drop-off customers in a timely manner. * Document, investigate and resolve customer service issues. * Fact-finding meetings in regards to employee performance or behavior, provide coaching or corrective action * Conduct training sessions on Health and Safety in the workplace * Manage time and attendance software * Manage the sick days, vacations, days off requests, LOA, STD, LTD, bereavement of employees * Ensure vehicles with extra services such as oil changes, electric vehicles, and vehicles to be detailed are completed * Responsible for weekly deposits to the bank * Recruit, hire and train staff * Complete WSIB claims and provide safe and return early to work programs * Delegate tasks to supervisors to complete daily goals |

# Education

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| September 2011CybersecuRITY, University OF TORONTO Toronto, onCertificationSeptember 2011Business Administration, Humber College Toronto, on **3 YEAR DIPLOMA** |
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