

Ivy Zhang

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EDUCATION

University of Waterloo

Honors Global Business Digital Arts – Co-op

September 2022 - Present

Waterloo, ON

WORK EXPERIENCE

Now Tea

Present

Barista

Waterloo, ON

- Efficiently manage in-person orders, phone calls, and delivery service requests while simultaneously preparing a variety of teas, toppings, and drinks in a high-volume, fast-paced environment.
- Memorize and accurately prepare over 100 drink recipes, serving approximately 200–300 drinks daily in an independent tea shop.
- Maintain a clean, organized workspace and ensure compliance with health and safety standards.
- Deliver personalized recommendations by addressing customer inquiries and preferences, enhancing satisfaction and loyalty.
- Cultivate a welcoming atmosphere by maintaining a positive attitude and providing exceptional customer service, contributing to an outstanding overall customer experience.

Kiokii and ... Inc

Dec 2022 - Aug 2023

Sales Associate

Richmond Hill, ON

- Extensive knowledge of Asian skincare products, including ingredients, benefits, and usage, allowing for effective product recommendations and customer education.
- Proven track record of driving sales through effective merchandising, upselling techniques, and building strong customer relationships.
- Offered personalized recommendations to clients based on extensive research of the skincare product market.
- Excellent communication skills with the ability to convey product information in a clear and engaging manner.
- Demonstrated organizational skills with the ability to manage inventory, process transactions accurately, and maintain a tidy and visually appealing store environment.
- Proficiency in point-of-sale (POS) systems and familiarity with inventory management software.
- Worked collaboratively within a team environment while also demonstrating initiative and the ability to work independently.

Demetres

July 2021 - March 2023

Hostess/Barista

Richmond Hill, ON

- Provide excellent customer service and create exquisite quality drinks/cakes by keeping a positive attitude.
- Handling unexpected situations or customer complaints with professionalism and tact.
- Coordinating table assignments and managing the flow of guests to ensure efficient seating during busy periods.
- Effectively communicated with both customers and restaurant staff to facilitate a smooth dining experience.
- Assisted in roles of serving water, bussing tables, handing the bill, and packaging takeout, while answering questions and concerns.

ADDITIONAL SKILLS

- Proficiency in Adobe editing software, enabling creative content creation and editing.
- Basic experience in Figma, with the ability to design and prototype user interfaces effectively.
- Fluent in Mandarin, allowing for effective communication and engagement with Mandarin-speaking audiences.