

Jonathan Lin

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Summary of Qualifications

- 4+ years of experience in providing **exceptional customer service** demonstrated through working part-time at 3 hospitality establishments ensuring satisfaction of 100+ customers per day
- **Strong leadership, interpersonal and collaboration skills** shown through experience successfully working to achieve a common goal in school clubs, group projects, and in the workplace
- **Excellent communication and problem-solving skills**, as well as the ability to **work under pressure** proven through part-time job experiences in fast-paced and stressful environments
- Passion for **continuous learning and developing** as demonstrated through registration and intention to complete Ted Rogers Bootcamps and engagement in student clubs and councils
- **Technical Skills:** Adobe Photoshop, **Microsoft Office** (Access, Word, PowerPoint), **Microsoft Excel** (COUNTIF, VLOOKUP, Pivot Tables), IBM SPSS, R, **Microsoft SQL**, **HTML5**, **CSS3**, **JavaScript**, **Python**, and adaptive to **new technological skills**.

Education

Bachelor of Commerce - Business Technology Management w/ Co-op Distinction

Sept. 2020 – June 2026

Ted Rogers School of Management, Toronto Metropolitan University

- **CGPA: 3.61/4.33**
- **Key Courses:**
 - **Organizational Behaviour** (Final Grade: A+): Learned the key to the practice of organizational behaviour in topics such as the importance of communication, how to deal with conflict, types of power in the workplace, and the significance of leadership skills
 - **Statistic Group Project** (Final Grade: 93%): Led group collaboration, promoted participation, and took initiative on incomplete tasks. Applied critical thinking, problem-solving skills, and classroom methods to successfully complete the project before deadlines.

Leeds Business School, University of Leeds – Exchange Semester

Jan. 2024 – June 2024

Work Experience

Information Technology Co-op – Green Infrastructure Partners Inc.

Sept. 2023 – Dec. 2023

- Provided first-level support via phone and email, resolving user issues promptly and improving response time through efficient ticketing system usage, including user onboarding and offboarding processes.
- Maintained inventory of 500+ desktops, laptops, peripherals, and mobile devices, increasing deployment efficiency by 30% through effective configuration and use of Mobile Device Management (MDM) software.
- Streamlined procurement processes for equipment parts, resulting in a 20% reduction in order processing time while preparing and updating reports on time logging, invoices, spending, device usage, and user activity.

E-Commerce Advisor Co-op – Ontario Chamber of Commerce

Sept. 2022 – Dec. 2022

- Plan, execute, and facilitate outreach and partnership development activities daily with the 100+ chamber network, businesses, postsecondary institutions, and delivery partners, increasing partnership engagement by 40% throughout the term
- Personally supported 20+ businesses with application completion and guide businesses through digital adoption options
- Kept accurate records of interactions with businesses using the company's ERP system.

Barista/Prep – Chatime North York

Aug. 2020 – Dec. 2022

- Provided superior customer service, accurately processed high-volume transactions, crafted and served drinks to 100+ customers per day
- Managed inventory by conducting counts, maintaining stock levels and collaborating with vendors to place orders when required
- Demonstrated leadership and responsibility by regularly training new staff and overseeing operations daily to ensure a smooth workflow

Extracurricular and Leadership Involvements

Data Analysis Research Volunteer – Toronto Metropolitan University

Sept. 2024 – Present

- Conducting comprehensive review of 400+ academic journals and articles to support research on the implementation of chatbots in the tourism industry, analyzing data and synthesizing findings into actionable insights.
- Collaborated closely with the professor to evaluate evidence, apply critical thinking, and develop well-supported arguments on the effectiveness and feasibility of chatbots across various tourism sectors.

Ted Rogers International and Exchange Network Mentor – Toronto Metropolitan University

Sept. 2024 – Present

- Guided first-year international and exchange students in navigating TRSM and Toronto Metropolitan University, enhancing intercultural communication and community integration while organizing and participating in social events that encourage inclusivity and cultural exchange

DECA TMU Delegate – Toronto Metropolitan University

Oct. 2020 – Jan. 2021

- Brought innovative approaches to problems within the allotted time of several minutes
- Demonstrated adept communication and presentation skills including speech organization and mutual support with partner

Scouts – Scout Canada

Sept. 2014 – May 2018

- Experienced Scout; knows basic survival skills, camping skills, and previously certified in CPR Level HCP First Aid.