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# Jasmine Qiao

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Professional, driven, goal-oriented individual seeking a part-time job under a brand/company to execute excellent customer service skills such as communication, organization, and workplace connections.

## Skills

- Ability to manage various tasks while staying organized
- Prioritize customer experience, customer opinions and feedback
- Demonstrate high focus on punctuality
- Determined to take personal responsibility and improve from issues that arise
- Memorize tasks, procedures, and numbers
- Demonstrate independent problem solving skills when faced with an issue
- Demonstrate professional communication with co-workers and customers to solve a problem and improve brand reputation
- Communicate fluently in English and intermediate Mandarin
- Demonstrate self-motivation to go beyond expectations
- Experienced in programs such as: Adobe Photoshop, MediBang, Autodesk Sketch, and the Google Suite

## Education

A.Y Jackson Secondary School (North York) (September 2017-Present)

- Enrolled in grade 12
- Working towards an Ontario Secondary School Diploma (expected to graduate in 2021)

## Volunteer Experiences

Role: Welcome Airport Ambassador (August 2018-August 2019)

Place: Toronto Pearson Airport

- Communicate and guide international students to destination
- Assisted with issues regarding newcomers
- Organized shifts and personnel placement
- Worked with various personnel, locations, and schedules

Role: A.Y Jackson Chinese Orchestra President (September 2018-present)

Place: A.Y Jackson Secondary School

- Compose/Transpose music for group ensembles
- Organize group meetings and activities
- Recruiting new members

Role: Audio Visual (soundboard operator) (November 2018-March 2020)

Place: Ambassadors for Christ Canada (AFC)

- In charge of sound system operations
- Sound system setup, testing, and issue troubleshooting
- Maintained organization with stage crew and performers

### **Extra Curricular Activities**

- A.Y Jackson Art Council (September 2018-present)

Participated and managed art exhibition planning and large school art events along with other council members.

- A.Y Jackson Chinese Orchestra (September 2018-present)

Initiated role as a president and founder of the A.Y. Jackson Chinese Orchestra. Focused on organizing music pieces for each member, keeping track of member's attendance, planned practice schedules, arranged music for each member and planned performances.

- A.Y Jackson Pops Orchestra (September 2018-present)

Involved in a student led orchestra where punctuality, scheduled practice, and leading practice sessions were top priority.

- A.Y Jackson Tech Crew (September 2018-present)

Responsible for managing the sound system for school performances and events. Required intense last minute problem solving and quick communication with stage crew workers and light system workers while remaining calm.

- A.Y Jackson Music Council (September 2017-present)

Assisted in volunteering for school music events and performances with other council members.

- A.Y Jackson Symphony Orchestra (September 2017-present)

Involved in a teacher led orchestra where punctuality, scheduled practice, and leading practice sessions were a top priority

- A.Y Jackson Chamber Orchestra (September 2017-present)

Involved in a teacher led orchestra where punctuality, scheduled practice, and leading practice sessions were a top priority

- Guzheng classes (November 2016-present)

Attending Guzheng classes where punctuality and maintaining an organized practice schedule is essential.

### **Awards & Certificates**

- Certificate of Achievement for Musical Contribution (June 2018)
- English Elite Certificate of Excellence (June 2018)

- Certificate of Arts Examination of China  
2017)

(December

**-References Available Upon Request-**