

Kevin Mao

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WORK EXPERIENCE

CIBC

Feb. 2022 - Jan. 2023

Customer Service Representative

Toronto, ON

- Operated telephone lines to service client inquiries
- Demonstrated effective knowledge of credit card products and other general banking services
- Multi-tasked by listening, asking probing questions, and reviewing client situations to best service them
- Put emphasis on client experience by providing support and empathy while assisting

Sansotei Ramen

Nov. 2020 - Jan. 2021

Cook

Richmond Hill, ON

- Prepared noodles, gyoza, fried chicken, rice bowls, etc.
- Operated kitchen equipment (stoves, deep fryers, dishwasher)
- Worked in a small team of 2-3 people; each person had to work with all parts of the kitchen
- Stayed organized and followed strict food safety regulation during pandemic

Boston Pizza

Sept. 2020 - Oct. 2020

Line Cook

Markham, ON

- Prepared pizzas, salads, fried foods, pastas, etc.
- Operated kitchen equipment (ovens, deep fryers, grills)
- Worked within in a larger team of 4-10 people; each person was in charge of their individual station
- Stayed organized and followed strict food safety regulation during pandemic

Walmart Canada

Aug. 2018 - Jan. 2019

Store Standards Associate

Richmond Hill, ON

- Retrieved shopping carts (including in inclement weather)
- Cleaned storefront (eliminating garbage, shoveling/salting snow, moving heavy deliveries)
- Operated store equipment (electric cart retrievers, pallet jacks)

Tim Horton's Canada

Oct. 2017 - Jun. 2018

Team Member

Richmond Hill, ON

- Managed cash, drive-thru, served customers, used POS system
- Prepared and served food (hot beverages, sandwiches, baked goods)
- Operated kitchen equipment (coffee machines, grills, ovens)

EDUCATION

Seneca College

May 2021 - December 2021, May 2023 - Present

Computer Programming & Analysis

North York, ON

- Learned introductory C, C++, JS, CSS, and SQL
- Faced the challenges of online classes and e-learning during the pandemic

SKILLS & INTERESTS

- **Skills:** Fluent in English and conversational Mandarin Chinese; great communication skills; experience serving customers (in person and virtually); being on time, cleanly, and organized especially during the pandemic; proficient use of Microsoft Windows and Microsoft Office Suite features; working in teams (small and large); introductory C/C++/SQL/JS/CSS
- **Interests:** Cooking/food history, video games, music, travelling and discovering new places with my family and girlfriend (especially restaurants!)