

Emily Pang

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HIGHLIGHTS

- 66WPM
- Bilingual in English and Cantonese
- Detail Oriented with a high level of attention to detail
- Experienced with Microsoft Word, Excel, and PowerPoint
- Able to multi-task efficiently

EDUCATION

Bachelor of Arts, Major in English
University of Victoria, Victoria, BC

Completed June 2014

WORK EXPERIENCE

Vancouver English Centre

September 2014 – November 2014

HR Assistant

Reporting to the Operations Director, assisting in organizing hiring packages for over fifty employees as well as set up and conduct interviews with potential employees.

- Manage job postings on various sites such as Craigslist, Indeed, and Kijiji
- Create a digital filing system to organize all employee files using Excel
- Set up multiple interviews for different position openings
- Handle incoming phone and email inquiries in a professional manner
- Calculate and input all employee timesheets for payroll
- Create payroll package bi-weekly for the Vice President of the company

University of Victoria McPherson Library

October 2012 – April 2014

Student Assistant

Reporting to the on duty senior staff, provided general duties in different departments of the library as well as special tasks assigned

- Judged priority books to be shelved to avoid backlog
- Attention to detail while sorting books
- Handled patron requests and inquiries
- Handled cash and debit/credit transactions
- Attended to back up tasks as needed
- Assisted senior staff with their projects

Empire Theatres

July 2008 – July 2012

Assistant Manager

Reporting to the Theatre Manager, performed daily duties including scheduling for films as well as staff.

- Managed staff of over 15 employees at two different locations
- Liaised between suppliers and management
- Produced solutions to problems during high traffic business
- Maintained an 89% average with the Market Force online customer survey
- Delegated duties among staff
- Completed closing reports and procedures at the end of business days

Empire Theatres

June 2007 – June 2008

Box Office/Treasurer

Reporting to the Theatre Manager, served customers, and balanced the safe at the end of the night.

- Maintained an uncluttered work area
- Maintained a steady moving lineup
- Processed different coupons correctly
- Answered and transfer telephone calls in an appropriate business manner
- Handled cash and debit/credit transactions
- Balanced end-of-the-shift tills and office safe

Sears

August 2007 – June 2008

Sales Associate

Reporting to the supervisor, provided customer service and maintained a clean and organized department.

- Assisted customers in what they are searching for
- Ensured products were rung in at the correct price
- Aware of current sales and promotions
- Dealt with customer bill payments

VOLUNTEER EXPERIENCE**UVic's Student for Literacy**

September 2013 – April 2014

Classroom Tutor

- Supported individual students in their reading development
- Created a comfortable atmosphere in a grade 4/5 classroom
- Communicated with the teacher on student's progress and teaching tactics

Piano Teacher

September 2010 – August 2011

- Introduced basic rudiments of music to beginner students
- Created lesson plans to assist students in their development of music

INTERESTS

- Studied classical piano, obtaining certificates from The Royal Conservatory of Music
- Participated in the after-school organized strings program as well as Symphony Orchestra
- A growing interest in photography supported by extra-curricular classes and occasional involvement in photo-shoots