

# Lucy Zhang

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## SKILLS AND QUALIFICATIONS

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**Development Languages:** Python, Dr Racket, HTML, CSS, JavaScript

**Tools /Software:** Microsoft Excel, Word, PowerPoint, R Studio, Tax prep

**Effective Communicator:** Fluent in English and Mandarin, with proven ability to gain customers confidence, trust, and satisfaction

## EXPERIENCE

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**Tax Accountant** – Softron Inc.

Jan 2016 – May 2016

- Using strong verbal and written communication skills, conducted tax interviews with clients ensuring increased retention of all clients and excellent client reviews
- Able to respond and deal with different types of customers professionally
- Learned Tax Prep in a short period of time and effectively solved numerous tax return cases without supervision (ex. T1 adjustment for disability, business returns, capital gains, etc.)
- Consulted with clients regarding personal financial planning, tax-planning, and tax changes

**Manager Assistant** – T&T Supermarket

June 2014 – Sep 2015

- Effectively trained two employees using strong team leadership skills and communication skills
- Working knowledge on sanitation, proper machine operation, and WHMIS
- Developed very good relationship with manager and coworkers and engaged in many interactions with customers

**President** – UW nail salon

Sep 2014 – May 2015

- Efficiently planned events, promoted the club in front of thousands of students and through social media
- Organized executive team meetings with the VP of finance, marketing director, and project manager to plan financial budgets and marketing plans

**Executive** – Art committee

Sep 2013 – June 2014

- Effectively planned fundraising event for 'Spread The Net' initiative, collecting a total of \$500.
- Kept track of financial budgeting and diligently tracked sales, improving net income by 20% by reducing unnecessary expenses.
- Marked and advertised for the UW student run art gallery and sold over 100 tickets
- Assigned roles to teammates and designed poster and advertisements.

## EDUCATION

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**Candidate for bachelor of Accounting and Financial Management**  
**University of Waterloo**

September 2014 – August 2019

Relevant Courses- Introduction to Computer Science 1, Introduction to Computer Science 2, Managerial Accounting, Corporate Finance, Intermediate Accounting, Taxation, Financial Accounting, Introduction to Business in North America, Introduction to Information Technology, Business Law, Organizational Behavior

## AWARDS

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**1<sup>ST</sup> Place**

Case competition sponsored by Chartered professional Accountants of Ontario

**1<sup>ST</sup> Place**

York Region Anti-bullying Coalition poster competition

## EXTRA CURRICULARS

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Accounting and Finance Student Association marketing team, Accounting and finance orientation leader, 6 years of violin experience