

# Lucy Zhang

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## SKILLS AND QUALIFICATIONS

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**Languages:** Python, Swift, HTML, CSS, JavaScript, Racket, R

**Tools /Software:** Taxprep

**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

- Conducted tax interviews with clients ensuring increased retention of all clients and excellent client reviews using strong verbal and written communication skills
- 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 Honours Bachelor of Mathematics**

**University of Waterloo**

September 2014 – August 2019

Relevant Courses- Elementary Algorithm design and Data abstraction, Functional programming, Memory Management, Combinatorics, Managerial and Financial Accounting, Corporate Finance, Taxation, Information Technology, Business Law, Organizational Behavior

## AWARD

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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