

# Megan Kuo

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Maple Ridge, BC V2X 1Z4

## PROFESSIONAL SUMMARY

Skilled Customer Service team member with a post-secondary background in healthcare. Well-organized and efficient with a passion for customer satisfaction to promote customer loyalty. Skilled multitasker calm in handling simultaneous orders in fast-paced settings.

## SKILLS

- Client care and customer service
- Patient and family education
- Employee training and development
- Teamwork and leadership
- Critical thinking and problem-solving
- Limited working Mandarin and French
- Computer skills
- Cash handling and Point-of-Sale systems
- Record keeping and data entry
- Handling medical order and patient record documentation
- Healthcare ethics and workplace safety

## WORK HISTORY

### DELI STAFF

06/2015 to 12/2019

#### Bruce's Country Market | Maple Ridge, BC

- Operated as a full-service food provider by taking orders, preparing meals and processing payments.
- Trained, directed, and supported other team members in completing tasks.
- Prepared recipe ingredients by washing, peeling, cutting and measuring. Cooked batches of food according to standard recipes.
- Kept food and dessert display cases stocked with fresh selections and arranged to entice orders.
- Prepared cooking supplies, ingredients and workstations when opening and closing kitchen.

### PEER TUTOR

01/2014 to 04/2015

#### The University of British Columbia | Vancouver, BC

- Developed student confidence through attentive instruction in BIOL 121 (Genetics, Evolution and Ecology).
- Worked with students in classrooms, small study areas or peer-to-peer sessions to provide educational support by discussing concepts.
- Collaborated with students to complete homework assignments, identify lagging skills and correct weaknesses.
- Facilitated group tutoring sessions to help students struggling in similar areas.

### TEACHING ASSISTANT

07/2012 to 08/2012

#### Kid Castle Education Institute | Taipei, Taiwan

- Oversaw students in the classroom, common areas, and on field trips to monitor, enforce rules and support lead teacher.
- Implemented worksheet, verbal and interactive exercises, and used repetition, which enabled students, grade kindergarten to grade 6, to grasp new English grammar and pronunciation concepts quickly.

## EDUCATION

### Bachelor of Science | Nursing

08/2017 to 02/2020

#### British Columbia Institute of Technology, Burnaby

- Completed 5 of 6 levels in High Acuity Nursing

### Bachelor of Science | Biology

09/2011 to 05/2016

#### The University of British Columbia, Vancouver

- VP Finance and Marketing Director of The Biological Sciences Society
- Minored in Arts (Focus Area in Psychology)