



# JOANNA CHUNG

St. Clair West | 647-879-8870 | joannac95@gmail.com

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## OBJECTIVE

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The three rules that I've always lived by are:

- 1) Undertake any action with a positive attitude and finish whatever I've started
- 2) Always bring joy wherever I go
- 3) Make a difference: in my tasks and in my surroundings' lives.

My objective is to be loyal to these rules, not only in any company I set foot in but also in every phase of my life.

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## EXPERIENCE

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### Elite Digital Inc.

Bilingual Digital Account Coordinator | September 2017 – Present

- In charge of fulfilling all campaigns with contests.  
Our main clients are PepsiCo (Frito Lays, Pepsi, MTN Dew, Bubly & so on), Agropur, Ultima Foods (IOGO, Olympic), ConAgra Brands (Orville).
- Client Communications  
Ensure their expectations are met with  
Provide: Weekly reports – including data analytics & website QA  
Weekly status calls  
Full end summary of each program (presentations and/or reports)
- Manage my own team (outsourced from India and Philippines)
- Occasionally manage my own team for fulfilling contests
- Provide constant consumer support (by call & email)

### York University, Glendon College

1) Assistant (Translation Dept. of York University) | January 2016 – April 2017

- Filing students' applications and potential professors' résumés
- Taking calls and responding to emails

2) French TA & Monitor | September 2014 – October 2015

- In charge of workshops in addition to last hour classes (Travaux Pratiques)

- Managed a team in the Salon Francophone
- Organized activities involving French culture and games
- Offered extra lessons

#### **SOMA Chocolate maker, Distillery District**

Barista/Senior FOH | May 2015 – August 2017

- Offered customer experience
- Closing/Opening of store
- Train new hires
- Put together teams based on their skills and speed for big events like Christmas Market, School Outings, Segway Tours

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## **EDUCATION, AWARDS & EXTRA CURRICULAR ACTIVITIES**

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Bachelor of Arts, Glendon College – 2017

- Majored in French Studies

Graduated from Ébène State Secondary School, Mauritius – 2014

### **University**

- 100% success rate in classes I've acted as the French TA
- Volunteer at the Festival of Trees

### **High School**

- Ranked 1<sup>st</sup> in French language within the high school year
- Ranked 10<sup>th</sup> in Travel and Tourism at National Level
- Volunteered – Community Service

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## **INTERNSHIPS**

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### **Internships**

- C.A.K Arts and Crafts  
*My role consists of designing their brand logos and brand accessories.*

- C&C Commerce and Consulting Ltd., June 2015 – August 2015  
*My role consisted of broadening the company's partnerships by approaching institutions.  
In addition, I provide consulting services regarding their social media accounts.*
- Ernst & Young, January 2014 – May 2014  
*I was in the auditing team and dealt with known national companies such as our airline, major grocery store chains,  
IBM, Cargo Handling Corporation Ltd.*

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## SKILLS & KEY COMPETENCIES

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### Skills

- Great knowledge in Microsoft Word, Excel, PowerPoint
- Fully bilingual (native level of both English and French in writing and speaking)
- Strong communications skills
- Strong interpersonal skills
- Highly effective in team management and organization
- Quick learner and problem solver
- Efficient both in a team or as an independent role
- Operate competently under pressure and tight deadlines.

*I would be more than happy to offer references (acknowledgement letters and/or contact details upon request.*