**Mick Wang**m479wang@uwaterloo.ca | (647) 471-2966 | [www.linkedin.com/in/mwango](http://www.linkedin.com/in/mwango)

ABOUT ME

Computer science student with strong problem-solving and communication skills. A proactive self-starter motivated by the opportunity to help others.

SKILLS

**Languages**

Spoken: French (Limited Working Proficiency), Chinese (Shanghainese, Limited Mandarin)

**Interpersonal**

Teamwork

Communication

Time Management

Critical Thinking

Digital Marketing

Leadership

Customer Service

EXPERIENCE

**Desktop Services Technician**  Questrade

(Jan. 2022- Apr. 2022)

* Provided IT support, for hardware and software issues, and swiftly responded to incident reports on ManageEngine for 1000+ Questrade employees, both global and local

SKILLS

**Interpersonal:**

Teamwork

Communication

Time Management

Critical Thinking

Leadership

**Waiter | Mini Do Kids Cafe** Richmond Hill, ON

(Jun. 2021-Aug. 2021)

* Greeted, served, and checked in reservations in an 8-section café.
* Followed Covid-19 guidelines in cleaning and maintaining safe distance from customers.
* Took food orders and bussed tables while keeping kids entertained in play section.

**Lifeguard and Swim Instructor | City of Richmond Hill**

(Jul. 2019 - present)

* Ensured safety of patrons while managing customer satisfaction.
* Maintained clean environment following Covid-19 safety protocols through consistent wipe downs and keeping distance when possible

**GLOW Centre volunteer**

(May 2022 – Aug. 2022)

* Held weekly office hours in the Glow center
* Ensured space was kept clean
* Displayed reliability and professionalism

**Senior Engagement Initiative**

(Apr. 2021 - present)

* Technology Used: YouTube, Google Suite, WeChat, Zoom, Twitter, LinkedIn
* Led team of 4 in publishing English and Chinese Reading videos throughout June and July, aimed towards Chinese seniors of the community.
* Registered and managed social media strategy to amass a total of 85 followers on YouTube and WeChat in two months.