

Natalie Leung

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Objective

A reliable, creative, responsible second-year university student seeking to work in a dynamic environment. Has a strong passion and interest in gaining valuable work experience and utilizing organizational, communication, and adaptability skills to successfully deliver given tasks and roles.

Skills and Abilities

- Trilingual
 - English, Cantonese, and Mandarin
- Strong leadership and team-building skills
- Effective organizational, critical thinking, and application skills
- Fast learner and flexible

Education

University of Waterloo

Ontario University

Program:

- Global Business and Digital Art

Waterloo, Ontario

Sept 2024 - Present

Accomplishment

- GPA: 3.7 / 4.0

St. Augustine Catholic High School

Ontario Secondary School Diploma (OSSD)

Markham, Ontario

Sept 2022 - June 2024

Accomplishments

- Specialist High Skills Major (SHSM) Program - Business
- Prom Committee
- Our Roots and Culture Club - member

St. Paul's Secondary School

Secondary Grammar School

Accomplishments

- Campus TV club - I.T. officer/member
- Visual Art Club - member

Hong Kong

Sept 2018 - 2022

Work Experience

- Now Tea** Waterloo, Ontario
Cashier & Barista Sept 2025 - current
- Prepared and customized a wide range of drinks with accuracy and consistency, ensuring high product quality.
 - Operated POS systems efficiently for order-taking, payments, and handling customer inquiries.
 - Provided friendly, fast customer service during high-traffic hours, contributing to positive store experiences.
 - Collaborated with team members to manage prep tasks, restock materials, and support smooth store operations.
- Legend Dairy (CNE)** Toronto, Ontario
Cashier & Food Service Associate Aug 2025
- Operated the cash register, processed cash and electronic payments accurately in a fast-paced environment.
 - Prepared and served ice cream and deep fried product efficiently while adherence to food safety standards.
 - Responded to customer inquiries in a friendly and professional manner to ensure a positive guest experience.
- Active Minds LTC (Hong Kong Book Fair 2025)** Hong Kong
Sales & Customer Service Associate Jul 2025
- Organized and restocked book displays to maintain a clean, accessible, and visually appealing booth layout.
 - Assisted customers in locating titles, answering inquiries, and providing recommendations according to their interests.
 - Collaborated with team members to maintain booth efficiency and ensure smooth operations throughout peak visitor times.
- Summer Co-op (Benson Lam CPA)** Markham, Ontario
Accountant Assistant Jul - Aug 2023
- Entered sales invoices accurately into Excel spreadsheets for record-keeping and reporting purposes
 - Recorded and organized financial transactions across multiple accounts
 - Calculated subtotals, HST, and totals using a printing calculator
 - Answered customer phone calls and helped with their questions or requests

Volunteer Experience

- FIRST Lego League Markham Qualifier Tournament** Canada
Support Staff Dec 2023
- Assist in event coordination and live streaming during the event.

Campus TV Club

I.T. Officer

- Assisted in the production of school event documentaries

Hong Kong
Sept 2021 - 2022

Certificate

Food Handler Certification

May 2025

SHSM(Business) Certificate

June 2024

Awards and Achievements

Honour Roll - St. Augustine Catholic High School

June 2022 - 2024

References available upon request