Nathalie Ng

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SUMMARY OF QUALIFICATIONS

- Two+ years of customer service and sales experience
- Thrive in fast paced environments as demonstrated at my time at Good Catch Boil House
- Bilingual with English and Japanese

Languages: C, Java, Python, HTML, CSS, JS

Frameworks: Vue.js, React.js

EDUCATION

Ryerson University   September 2018 - Present

- Bachelor of Science (Co-op), Major in Computer Science
    - CGPA: 3.56
    - Expected graduation: April 2022
- **Relevant Courses:**
    - Computer Organization
    - Data Structures and Algorithms
    - Computer Programming

EXPERIENCE

Good Catch Boil House – Head Hostess/Server   May 2017 – Present
- Trained all new employees in seating organization and customer service
- Worked in a fast paced environment to efficiently seat guests
- Ensured finished product met company satisfaction before delivering to customer
- Frequently answered phone calls to place food orders, book reservations and answer questions
- Provided attentive service while balancing up to 8 tables at once
- Persuaded guests to order expensive items to increase sales to at least $2000 a night

Boston Pizza – Hostess   September 2016 – June 2017
- Experienced in placing orders for customers dining in and taking out
- Used attention to detail to ensure all orders match the customer order
- Turned tables quickly so that waiting customers can be seated as fast as possible
- Utilized time management skills to organize tables and eliminate wait time for customers
- Used interpersonal skills to communicate with customers in person and through the phone
- Operated POS system and organized customer payments

Victoria's Secret – Sales Associate   October 2015 – January 2016
- Top Sales Associate for the month of November 2015
- Identified customer needs for satisfactory customer service by asking lifestyle questions
- Upsold items of higher value to meet sales goals
- Successfully trained new hires to gather enough information about the customer to upsell items

EXTRACURRICULAR

Nisshu Gakuin Japanese School – Classroom Assistant   September 2013 – June 2014
- Assisted teachers and students with lessons and classwork
- Interacted with students age 3-6 in Japanese

INTERESTS & HOBBIES

- Fitness
- Baking