

Nathalie Ng

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Qualifications

- Completing a degree in Computer Science at Ryerson University
- Proficient in languages including Java, HTML, Python, C and CSS
- Works well independently and accustomed to working in fast paced, team building environments

Language Experience: C, Java, Python, HTML, CSS, Javascript

Education

Ryerson University
Bachelor of Science, Major in Computer Science
Toronto, ON

September 2018 – Present

- CGPA: 3.56
- Expected graduation: June 2022

Relevant Courses:

- Computer Organization
- Data Structures and Algorithms
- Computer programming

Experience

Good Catch Boil House– Head Hostess/Server
Markham, ON

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
Markham, ON

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 social skills to communicate with customers in person and through phone
- Operated POS system and organized customer payments

Victoria's Secret/Pink – Sales Associate
Markham, ON

October 2015 – January 2016

- Top Sales Associate for the month of November 2015
- Identified customer needs for satisfactory customer service
- Upsold items of higher value to meet sales goals
- Successfully trained new hires
- Used intrapersonal skills to identify customer needs