

Nicole Hua

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PROFESSIONAL SUMMARY

Motivated and organized Honours Psychology student at the University of Waterloo with strong interpersonal and communication skills. Experienced in customer service, teamwork, and problem-solving. Adept at managing tasks efficiently in a fast-paced environment while fostering positive relationships. Seeking a Research Assistant opportunity to apply academic knowledge and develop professional skills through hands-on experience.

EDUCATION

University of Waterloo – Waterloo, ON
Candidate for Bachelor of Science, Honours Psychology

2022 - Present

WORK EXPERIENCE

Credit River Retirement Residence – Dining Services Attendant February 2025 - Present

- Supported residents with varying cognitive and physical abilities during meal services, fostering a positive and respectful dining environment.
- Built rapport with residents through consistent, respectful interaction, supporting social and emotional well-being.
- Facilitated positive social interaction by redirecting conversations, offering assistance, and promoting a respectful tone among residents.
- Observed changes in residents' mood or behavior and reported concerns to appropriate staff to promote safety and care continuity.

Grill Daddy – Waitress & Hostess

May 2023 - March 2025

- Provided tailored recommendations to customers based on interests and preferences.
- Welcomed guests and managed seating arrangements to ensure smooth operations.
- Responded to customer inquiries regarding seating arrangements both over the phone and at the door.

LEADERSHIP EXPERIENCE & ACTIVITIES

Grill Daddy/Milton District Hospital – Fundraiser

Dec. 2023 and Dec. 2024

- Promoted and facilitated fundraising efforts for pediatric patients, increasing donations by 40% through outreach and communication.

Shoppers Drug Mart – Pharmacy Volunteer

Jan. 2022

- Analysed and organised patient information using digital software.
- Collaborated with other members of a team to efficiently manage paperwork.

Mustangs In Blue Program – Tour Guide

Jun. 2020

- Organised high school orientation tours for over 200 incoming students.
- Provided students with resources on counselling, academic support, and tutoring.

MEDLife Milton District – Promoter

Oct. 2021 - June 2022

- Promoted the organisation's events on social media and in person, boosting engagement.
- Supported a positive environment by assisting with event planning and school engagement.
- Engaged in meetings to arrange events to raise awareness for the MEDLife Movement.

Top Level Taekwondo – Assistant Instructor

Aug. 2018 - Mar. 2020

- Led young students in class activities involving collaboration and determination.
- Fostered the learning of students by stimulating their physical and mental needs through tasks such as meditation and exercise.

SKILLS

- Strong interpersonal and emotional intelligence
- Customer service and conflict resolution
- Time management and organization
- Team collaboration and leadership
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Teams) and similar productivity tools.