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## **PERRY WONG**

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### **KNOWLEDGE AND EXPERTISE**

- Over 5 years of sales experience in retail
- Over 4 years of work experience in the optical industry
- Fluent in English, Cantonese and Japanese
- Ability to quickly adapt to any new work environment
- Consistently meeting individual and team sales targets
- Proficient in Microsoft Word, Excel, Power Point, and Outlook

### **EDUCATION**

<i>Opticianry Diploma Program</i> Seneca College, Toronto, ON	<b>2016-2018</b>
<i>1 Year Exchange Program</i> Rikkyo University, Tokyo, Japan	<b>2008-2009</b>
<i>4 Year Bachelor of Arts Degree, Speech Communication Major</i> University of Waterloo, Waterloo, ON	<b>2005-2009</b>

### **PROFESSIONAL EXPERIENCE**

#### ***Registered Optician***

<b>Warby Parker, Toronto, ON</b>	<b>April 2019-Present</b>
<ul style="list-style-type: none"><li>• Train part time sales staff on recommending eyewear products based on prescription and customer needs</li><li>• Troubleshoot customers' glasses when they are unable to read or see the distance properly and resolve the issue in a timely manner</li><li>• Successfully achieving the monthly sales quota by selling multiple pairs of glasses and coating upgrades</li><li>• Adjusting customer's frames to ensure maximum comfort by bending the temples, bridge, and tip</li><li>• Assist customers in selecting frames based on their needs, lifestyle, and prescription</li><li>• Take and record optical measurements with high accuracy</li><li>• Work with the team and independently to ensure exceptional customer service</li><li>• Neutralize the glasses to ensure prescription accuracy and proper bench alignment prior to contacting the customer for pick up</li></ul>	

#### ***Student Optician (Co-op)***

<b>Costco, Richmond Hill, ON</b>	<b>September 2018-December 2018</b>
<ul style="list-style-type: none"><li>• Working with the optician to troubleshoot a customer's glasses and contact lens to quickly resolve the issue</li><li>• Evaluate the contact lens fit under the slit lamp as well as visual acuity</li><li>• Educate first time contact lens wearers on insertion, removal, after-care instructions, and schedule follow-up visits</li><li>• Neutralize lenses and evaluate glasses for any damage or defects prior to contacting patients</li></ul>	

#### ***Student Optician***

<b>Real Canadian Superstore, ON</b>	<b>May 2016-December 2017</b>
<ul style="list-style-type: none"><li>• Recommending frames and types of lenses to customers based on their prescription and lifestyle</li><li>• Use MVE software to record patient prescription and purchase history</li><li>• Assist the optometrist with pre-testing patients using the auto-refractor and filing documents</li><li>• Work together with the optician to ensure proper adjustments are done correctly</li><li>• Edging lenses into the frame on a daily basis under optician supervision</li><li>• Evaluate invoices from suppliers on a monthly basis to ensure accuracy</li><li>• Neutralize the glasses to ensure prescription accuracy as well as proper bench alignment</li></ul>	