Ryan Alexander Shearson
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Summary

Hard working and eager to learn student looking to jump start professional development. Proven track record of doing whatever it takes to help out and exceed objectives. Areas of interest include consumer products, customer relations, sales, statistics, and software and frontend design. Current experience with Java, Racket and Arduino, HTML, CSS, and JavaScript. However, I am a quick learner and am always looking to develop my customer service and technological knowledge.

Education

University of British Columbia, Vancouver, British Columbia
Bachelor of Arts, degree anticipated May 2021
Intended Majors: Cognitive Systems
Intended Minor: Computer Science

Work History

University of British Columbia, International Student Initiative
Campus Ambassador
- Official Representative for the University
- Giving tours to prospective undergraduate students
- Supplying information regarding campus life and admission logistics
- Group management skills
- Public speaking experience in front of large crowds in clear and concise manners.

Noah's Ark Pet Supply, July 2014- August 2016
Sales Associate & Customer Service
- Worked as a sales representative
- Helped train new employees
- Helped with item inventory and finances
- Learned to solve problems ranging from scheduling, opening/closing, and store resets

Hosteling International-Jericho Beach May 2017- September 2017 (one season)
Front Desk
- Worked as front desk reception
- Handled all customer complaints
- Handled logics and planning for a 250 person hostel, including bed assignments and room management, using Room Master
- Took and processed payments

Central Reservations
- Worked the reservations office for all 25 Western Canada Hostels
- Created, modified, and processed reservations for the HI-Pacific Mountain Region
- Handled customer support for reservation issues and fixed the problems

- Worked as a resource and help line for the western canada hostels if they were having any issues

Skills & Abilities

Sales Skills
- Learned effective listening and face based selling skills
- Became a subject matter expert by studying industry literature materials
- Training others in store and sales protocol

Customer Service & Interpersonal Skills
- Relatively conversationally fluent in Mandarin
- Excellent group management skills
- Effective Team Member
- Confident communicator
- Extensive practice at problem solving customer issues

Computer Skills
- Java, Arduino, HTML, CSS, JavaScript
- Programs: Microsoft Office, Microsoft Word, Excel, Photoshop, Lightroom, SPSS.
- Willing and eager to learn new systems,softwares, and coding languages as the need arises