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## Summary

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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 complete objectives. Areas of interest include customer relations, marketing, sales, human resources, and software and front-end design. I am a quick learner and am always looking to develop my customer service and technological knowledge.

## Education

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University of British Columbia, Vancouver, British Columbia  
Bachelor of Arts, degree anticipated May 2020  
Intended Majors: Cognitive Systems  
Intended Minor: Computer Science

## Work History

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### 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
- Work as a liaison for college counselors by sitting on panels and informational sessions
- Group management skills
- Sat on their hiring committee to help with recruiting and the hiring process
- Helped train new Ambassadors
- 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

## **The UBC Calendar**

### **Representative and Promoter**

- Event planning organization for social life at University of British Columbia
- Help plan, promote, and run events ranging in size from 50-3,000 people and style from snowball fights to large scale party events
- Work as a liaison for external dialog and assistance
- Brainstorm ideas for ways to improve events and come up with new ways to bring the campus together

## **Skills & Abilities**

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### *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