

# Allen Liu

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Hours of Availability (Tuesday, Wednesday, Thursday)

## PROFESSIONAL SUMMARY

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Sales Associate with a strong foundation in customer service and sales, demonstrated through roles at Visions Electronics and Best Buy. Adept at multitasking and time management, ensuring efficient operations and customer satisfaction. Eager to leverage product knowledge and collaborative skills to enhance customer experiences and drive sales success.

## PROFESSIONAL EXPERIENCE

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### VISIONS ELECTRONICS

Edmonton, Alberta

#### Sales Associate

FEB 2023-Present

- Guide customers in purchase decisions with thorough product knowledge.
- Secure sales and ensure customer satisfaction with effective service.
- Coordinate product orders and shipments through precise communication.
- Organize appliance delivery and installation for seamless customer experience.
- Enhance store operations via detailed inventory management and order processing.

#### Head of Kiosk Department

- Train new employees on product knowledge and policies, fostering a knowledgeable and cohesive team.
- Keep the department updated with new demo products to engage customers.

### UPS

Edmonton, Alberta

#### Preloader

JUL 2022-Aug 2022

- Loaded UPS trucks efficiently each morning, ensuring timely deliveries.
- Enhanced teamwork skills through collaborative efforts with drivers and loaders.

### BEST BUY

Langey, B.C.

#### Sales Specialist

SEP 2018-JAN 2019

- Guided customers in selecting products tailored to their needs, enhancing satisfaction.
- Resolved technical issues with security cameras, smartwatches, and headphones efficiently.
- Improved customer decision-making through detailed product information.
- Collaborated with the team to address customer concerns, ensuring seamless service.
- Enhanced product knowledge to support informed purchasing decisions.

### LONG & MCQUADE

Langey, B.C.

#### Preloader

SEP 2018-Oct 2018

- Facilitated rental agreements for school instruments, ensuring all documentation was completed.
- Guided parents on rental options and instrument selection, enhancing customer satisfaction.
- Addressed customer inquiries with comprehensive knowledge, fostering trust and reliability.

## VOLUNTEER EXPERIENCES

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- Heart and Stroke Foundation, R.E Mountain Secondary — Chief Assistant (September 2017-June 2018)
- Taiwan's Fund for Children and Families, Taiwan — Volunteer (Summer 2017)
- The Salvation Army, Gateway of Hope, Langley — Volunteer (October 2016-June 2017)

## EDUCATION

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<b>UNIVERSITY OF ALBERTA</b> <i>Bachelor's in Psychology, Minor in Sociology</i>	<b>Edmonton, Alberta</b> <b>2019-2024</b>
<b>R.E. MOUNTAIN SECONDARY SCHOOL</b> <i>International Baccalaureate Diploma</i>	<b>Langley, B.C.</b> <b>2014-2018</b>

## COURSES

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<b>STATISTICAL ANALYSIS</b> <i>University of Alberta</i>	<b>Edmonton, Alberta</b> <b>JUN 2019-Aug 2019</b>
<b>COMPUTER SCIENCE</b> <i>University of Alberta</i>	<b>Edmonton, Alberta</b> <b>JUN 2019-Jan 2020</b>
<b>SOCIOLOGY</b> <i>University of Alberta</i>	<b>Edmonton, Alberta</b> <b>SEPT 2019-Jan 2023</b>
<b>PSYCHOLOGY</b> <i>University of Alberta</i>	<b>Edmonton, Alberta</b> <b>SEPT 2019-Jan 2023</b>

## SKILLS

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Time management, Fast learner, Multitasking, Cautious, Positive attitude, Versatile, Persistent, Open-minded, Determined, Proficient with Microsoft office and Google Workplace. Customer service, Inventory management, Product Knowledge, Attention to detail

## LANGUAGE

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English, Mandarin Chinese

## TRANSPORTATION

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Class 5 driver license  
owns vehicle

## REFERENCES

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### **William Liu**

The Royal Canadian Mounted Police (RCMP)  
B.C.  
780-965-9228  
William.liu@cic.gc.ca

**Sudhanshu Bawa**

Store manager of Visions Electronics

Edmonton, A.B

250-879-2297