

SHANTAY TSANG

Undergraduate Student

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806, 15503 87 Ave, NW



SUMMARY

Undergraduate student at the University of Alberta in the Nutrition and Food Science Program, working towards a BS in food and nutrition. Dedicated and motivated individual with teamwork capabilities who seeks out new challenges and is enthusiastic to create a respectful and collaborative work environment.

EDUCATION

Highschool Diploma

2019-2023

University of Alberta

BS Food and Nutrition
2023 - present

SKILLS

- Customer Service as a result of fast food experience and interactions with swimmers/parents
- Bilingual - Cantonese
- Communication and leadership skills as a result of coaching children and communicating with parents.
- Organizational skills as a result of balancing work and volunteering while keeping up proficient grades as a full time student
- Teamwork and collaborative skills

COMMUNITY INVOLVEMENT

Organization committee member and church summer camp leader
| 2017 - 2024

- Fostered a safe and fun environment for children
- Collaborated with other volunteers in organizing and leading a 6-day, 7-hour program
- Organized and led stations, keeping groups of 15 kids safe and entertained
- MC for opening and closing ceremonies

WORK EXPERIENCE

Swim Instructor

Pacific Coast Swimming | Dec. 2021 - Aug. 2023

- Curate practice plans for children of all levels and ages 3-15
- Organizing equipment orders for up to 40 children
- Communicate with parents about the status of their child and answer any concerns they may have

Dairy Queen - Crew Member

Dairy Queen | June. 2023 - Aug. 2023

- Communicate clearly, quickly and politely with co-workers to ensure correct order is served to the customers.
- Accept payments and operate cash registers.
- Maintain a safe, welcoming environment.
- Accurately complete, package, and present guest orders.
- Stock paper goods, condiments, silverware, and beverages
- Clean and maintain guest areas including dining room, counters, and bathrooms.
- Prepare treat products following restaurant, health and safety standards and procedures quickly and accurately.

Merchandizer

Shoppers Drugmart | May 2024 - Aug. 2024

- Maintained store and shelf appearance in an organized fashion
- Efficiently stocked products on shelves
- Attended to customer needs in a friendly manner

REFERENCES

- Kharen Pineda (Dairy Queen - Manager)
Phone: 250-884-0445
- Mark Lancaster (Pacific Coast Swimming - General Manager)
Email: lancasteraquatics@shaw.ca