

# Sarah Tsui | [helloimssrah.com](http://helloimssrah.com)

Recent animation graduate proficient in 2D and 3D industry pipeline tools, leveraging her background in administration to improve on operational effectiveness by pursuing prospects in production management. **Areas of expertise include:**

- ✓ Time management
- ✓ Proactivity
- ✓ Autonomy
- ✓ Communication
- ✓ Multi-tasking
- ✓ Teamwork

## Education

### Animation

Seneca College, Toronto — *Ontario College Advanced Diploma* 2017-2020

## Experience

### Front Desk Receptionist

*Homelife New World, Scarborough, ON*

2016 - 2019

Point of contact to resolve client and agent issues through verifying bookings using administrative software, preparing and organizing data via Excel, Word and Gmail. Liaise daily between 2 departments and head of company, and oversee outstanding scheduling requests.

#### Key contributions:

- Trained and mentored 3 new employees in using administrative software, effective prioritization and multi-tasking
- Re-conceptualized and implemented improved archiving system, alleviating workload from other departments eliminating the need for overtime
- Regulated max 10 simultaneous phone lines during rush-hour, multi-tasked with professional attitude using a variety of communication across departments
- Prioritized tasks to reduce call-backs which in turn downsized call volume
- Resolved 90% of inquiries in under 2 minutes, cleared queue at 1.5x average running speed

## College Projects

### Kitchen Asset Project

Tasked with leading 3-member team for a 14-week project worth 30 percent of grade.

2020-2020

#### Key contributions:

- Generated weekly team notes which breakdown and assign pieces of work, prioritize tasks for completion, list concerns, and carry-through teacher instructions
- Anticipated and communicated deadline delays in response to interruptions caused by the pandemic, and appealed 2-week extension as a result
- Self-educated and applied asset management techniques revising organization of source files
- Achieved a final delivery of assignment which exceeded rubric in a timely fashion

### 24-hour Animation Challenge for Students

Completed a 30-second film in 24 hours on 'family' theme as Story Lead and Creative Director, placing in the 94<sup>th</sup> percentile; 15<sup>th</sup> out of 249 films

2019-2019

- Effectively time-managed, producing a riotous story-pitch in less than 2 hours

### Open House Seneca

Hired by Seneca as student ambassador to lead prospective students and families through studio facilities, took questions regarding the Seneca Animation Arts Centre.

2019-2019

- Oversaw walkthrough and connected guests with faculty for further academic information
- Enquired supervisors to improve knowledgeability of the facility to better assist guests

## Other Experience

### Cashier

*Freshco., Richmond Hill, ON*

2012-2015

- Prevented theft of over \$200 using orientation to detail
- Implemented new customer experience strategies successfully, increasing client satisfaction by 9 percent within 6 months

🏠 Scarborough, ON

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## Technical Skills

Sorted by:

**Highly Proficient,**

Highly knowledgeable

Introductory Level

Administrative:

- **MS Office Suite (including Excel and Word), Microsoft Project**
- **Final Draft**
- **GSuite (Drive, Gmail, Sheets)**
- **Dropbox (file-sharing)**
- **Shotgun/ShotGrid\***
- 90 words-per-minute (wpm) typist

\*Currently learning

Artistic:

- **Photoshop**
- **ToonBoom H/S/P; Hand drawn + Vector**
- **Maya (full pipeline, scripting)**
- **Nuke**
- **Arnold Renderer**
- **Zbrush**
- **Substance Painter**
- **Blender**
- **After Effects**
- Houdini
- Mari

Additional Technical Skills include:

- **AWS ThinkBox Deadline** (Render Farm Management)
- **Premiere Pro**; any Non-Linear Editors

## Personal Projects

- Using ShotGrid to implement organization of personal art progress
- Tracked daily sleep schedule by bulk exporting Calendar Events to Google Sheets
- Created a timesheet noting Levels of Daily Hydration and graphed using controlled variables 'quantity' across 'time'
- Created a workbook which analyses phases of work to quantify time management
- Created and maintained itemized booklist of over 30 titles