

Troy Tsai

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OBJECTIVE

Highly motivated individual with a strong interest in financial services, fostering client relationships and resolving complex issues. Seeking to leverage my exceptional communication skills and ability to resolve conflicts as a Customer Experience Associate at TD Bank. I am dedicated to enhancing customer satisfaction and operational efficiency while upholding TD Bank's commitment to delivering legendary customer service.

EXPERIENCE

Outstanding International Academy | Financial Analyst *06/2023 – Current*

- Developed a comprehensive business plan for the implementation of a Mandarin immersion curriculum.
- Conduct extensive market research to identify the demand and feasibility of a Mandarin curriculum.
- Crafted and presented a persuasive PowerPoint presentation to communicate the business plan's highlights.

Town of Richmond Hill | Lifeguard *06/2023 – Current*

- Ensured patron safety and responded to emergencies promptly, maintaining a secure aquatic environment.
- Provided exceptional customer service, addressing inquiries, assisting with public education, and promoting a positive experience.
- Maintained cleanliness and orderliness of pool deck areas, ensuring a clean and welcoming facility for patrons.

Outstanding International Academy | Graphics Designer *05/2023 – Current*

- Updated and managed digital content across the company's website, employing HTML for web development and user interaction.
- Implemented a digital watermark to safeguard the company's intellectual property, reinforcing the protection of digital assets.
- Amplified brand consistency and visibility by integrating the company logo across various digital platforms, reinforcing corporate identity and marketing efforts.

Lifetime Athletics | Lifeguard and Swim Instructor *06/2022 – 09/2022*

- Demonstrated a commitment to delivering legendary customer service by consistently exceeding expectations and ensuring a positive experience for all members.
- Collaborated effectively with team members to create a safe and welcoming environment, fostering a cohesive and supporting atmosphere.
- Developed and executed individualized lesson plans for students of diverse ages, fostering skill development, progress monitoring, and positive relationship, with students and parents.

Education

Western University | BMOS *09/2022 - Current*

- **Clubs:** VP communications for Universal Financial Organization, Western Pre Law, Pre-Student Business Network, Western Investment Club.

St. Andrew's College | OSSD

09/2019 – Current

- **Academic:** Average 93%, Enriched French Program, Advance Placement Course.
- **Leadership:** Head our House (Perrier), Middle School House Captain, Company Commander of 48 Highlander Cadet Corps, Captain of Varsity Golf.
- **Sports Teams:** Varsity Golf (Captain), Varsity Swimming, Junior Varsity Soccer, U16 Basketball
- **Clubs:** Model UN, DECA, Code Culture.

Skills

<ul style="list-style-type: none">• Languages:• Software Tools:• Soft Skills:	<ul style="list-style-type: none">• Bilingual in English and French.• Microsoft Office, HTML, CSS, Java.• Communication, Teamwork, Problem-solving, Leadership.
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License and Certification

The Canadian Security Institute | Canadian Security Course

06/2023 - Current

- Completed Exam 1 of 2.
- Plan to finish exam 2 by the end of August.

Lifesaving Society Ontario | National Lifeguard

08/2021 – Current

Canadian Red Cross | First Aid

01/2016 - Current