

# Troy Tsai

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## Objective

Enthusiastic and motivated individual enthusiastic about engaging with customers and delivering exceptional client experiences, seeking a Customer Experience Associate role in financial services to contribute to the organization's success through outstanding customer support.

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## Skills

- Strong customer service orientation
- Microsoft Office / HTML, CSS
- Basic French fluency
- Multi-sport athlete

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## Contact

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- <https://troytsai.com>

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## Experience

### **GRAPHICS DESIGNER / OUTSTANDING INT'L ACADEMY** MAY 2023 -

Updated and managed digital content across the company's website and other platforms, utilizing HTML, PowerPoint, and PDF to create engaging content.

### **LIFEGUARD & SWIM INSTRUCTOR / LIFETIME FITNESS** 2022 - 2022

Delivered outstanding customer service while collaborating with team members to maintain a safe, welcoming environment and conducting pool chemical tests for safety compliance.

### **HEAD OF HOUSE (PERRIER) / ST. ANDREW'S COLLEGE** 2021 - 2022

Managed event planning, collaborated with fellow Heads of House to foster inclusivity, and provided guidance to younger students.

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## Education

### **CSC / CANADIAN SECURITIES INSTITUTE** MAY 2023 -

Currently enrolled in the Canadian Securities Course. Target completion date – August 2023.

### **BMOS / WESTERN UNIVERSITY** 2023 -

Completed the first year of a four-year degree in the Bachelor of Management and Organizational Studies program.

### **HIGH SCHOOL DIPLOMA / ST. ANDREW'S COLLEGE** 2019 - 2022

Achieved academic merit (93% average) while participating in an enriched French program and advanced placement courses.