

Troy Tsai

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.

Skills

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

Contact

- London, Ontario
- (647) 300-9584
- troy.tsai068@gmail.com
- [linkedin.com/in/troytsai](https://www.linkedin.com/in/troytsai)

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.

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.