

# TROY TSAI

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## OBJECTIVE

Motivated individual with excellent communication and problem-solving skills, and a strong athletic background, seeking a Customer Service Associate position in financial services to provide exceptional customer support and contribute to the organization's success.

## PROFESSIONAL EXPERIENCE

**JUNE 2022 – SEPTEMBER 2022**

**LIFEGUARD AND SWIM INSTRUCTOR**, LIFETIME ATHLETICS

- Delivered exceptional customer service by professionally interacting with members and addressing their needs.
- Collaborated with team members to ensure a safe, clean, and welcoming environment for guests.
- Demonstrated attention to detail by conducting pool chemical tests and maintaining safety standards.

**SEPTEMBER 2021 – JUNE 2022**

**HEAD OF HOUSE**, PERRIER HOUSE

- Managed event logistics and coordinated with fellow Heads of House to create an inclusive atmosphere.
- Provided support and guidance to younger students, acting as a liaison between students and faculty.

**SEPTEMBER 2019 – MARCH 2020**

**TEAM CAPTAIN**, RICHMOND HILL STARS MD

- Fostered teamwork and collaboration, resulting in a 100% tournament win ratio.
- Demonstrated strong communication skills by effectively liaising with athletes, coaches, and officials
- Demonstrated attention to detail by conducting pool chemical tests and maintaining safety standards.

**JULY 2018**

**ASSISTANT GOLF COACH**, SUMMIT GOLF AND COUNTRY CLUB

- Delivered exceptional customer service by creating personalized training programs for junior golfers and offering constructive feedback.
- Demonstrated organizational skills by managing camp equipment.
- Managed event logistics and coordinated with fellow Heads of House to create an inclusive atmosphere.

## EDUCATION

SEPTEMBER 2022 - CURRENT

**BUSINESS MANAGEMENT AND ORGANIZATIONAL STUDIES,** WESTERN  
UNIVERSITY

- Actively involved in clubs and startups related to finance and business, gaining valuable industry insights.

JUNE 2022

**ONTARIO SECONDARY SCHOOL DIPLOMA,** ST. ANDREW'S COLLEGE

- Achieved academic merit (93% average) while participating in an Enriched French Program and Advanced Placement courses.

## SKILLS

- Strong customer service orientation
- Excellent written and verbal communication
- Problem-solving and adaptability
- Attention to detail
- Collaborative teamwork
- Cash handling and basic mathematics
- Bilingual (English, French)
- Time management and organization
- Leadership and integrity
- Familiarity with basic accounting principles