**Profile**

* Approachable, amicable and self- motivated individual with outstanding customer service
* Revelant experience in tutoring and project management.
* Enjoy working in a interactive and fast-paced work environment.
* Proficient in Microsoft operating systems and Microsoft Office Suite 2003/2007
* Fluent in written and spoken English, Cantonese and Mandarin.

**Work Experience**

|  |  |
| --- | --- |
|  |  |
| **Ryerson University – Ted Rogers School of Management,** Toronto, ON | Jan 2007 – present |
| *Accounting and Statistics Tutor* |  |
| * Assist students with first and second year level Accounting and Statistics courses
 |  |
| * Provide guidance to students regarding their homework questions on a one-on-one basis
 |  |
| **Ryerson University – The** G. Raymond Chang **School of Continuing Education, Toronto, ON** |  Jan 2006 – present |
| *Administrative Assistant* |  |
| * Resume screening and data entry
 |  |
| * Organize Information Night for prospective students to know more about the programs we offer
 |  |

|  |  |
| --- | --- |
| **Regal Kowloon Hotel, Hong Kong** | Jun 2008 – Aug 2008 |
| *Concierge/Guest Services Officer* |  |
| * Paid close attention to hotel guests’ needs and liaised with appropriate staff when required
 |  |
| * Performed check-in and check-out procedures in a timely and efficient manner
 |  |
| * Received several Service Campaign nominations due to various positive comments from customers
 |  |

|  |  |
| --- | --- |
| **Ryerson University – Office of University Advancement,** Toronto, ON | Jan 2008 – May 2008 |
| *Telefundrasier* |  |
| * Gained experience in persuasive communication through raising funds by calling Ryerson University faculty, staff, students and their parents, and alumni’s
 |  |
| * Exceeded the quota by raising over $1,000 in a given period of time
 |  |

|  |  |
| --- | --- |
| **Golden Griddle,** Toronto, ON | Jan 2007 – Sep 2007 |
| *Cashier/Hostess* |  |
| * High dependability and reliability demonstrated through cash handling and balancing cash flow of the restaurant
 |  |
| * Assisted the manager to increase competitiveness by keeping regular statistics of seating occupancy and the number of guests in various times of the day
 |  |
|  |  |

**Education**

|  |  |
| --- | --- |
| **Ryerson University,** Toronto, ON | 2006 – present  |
| *Sept 2006 – April 2010* |  |
| *Hospitality and Tourism Management, Bachelor of Commerce* |  |

**Volunteer/Community Activities**

|  |  |
| --- | --- |
| **World Tourism Day at Ryerson University,** Toronto, ON | June 2009 – Sep 2009 |
| *Co-Chair of the Planning Committee* |  |
| * Prepared presentations for sponsorship
 |  |
| * Created awareness of the even through email blasts and posters around campus
 |  |
| * Coordinated with staff advisor and Ryerson catering regarding the logistics
* Gained invaluable experience in various aspects of project management – time management, communication management, and risk management
 |  |

|  |  |
| --- | --- |
| **Splash Marketing & Promotions,** Toronto, ON | August 2007  |
| *Promoter* |  |
| * Encouraged visitors to the booth in enthusiasm
 |  |
| * Professionally and patiently answering visitors’ questions
 |  |
| * Gained knowledge about the various offerings that Ontario has
 |  |

**Reference Available Upon Request**