

EDUCATIONAL BACKGROUND

BACHELOR OF COMMERCE

2011 – 2015

- Gustavson School of Business, University of Victoria

SUMMARY OF QUALIFICATIONS

- Strong knowledge and application of computer software skills used for recording documentation and storage such as Microsoft Word, Excel, Outlook, and PowerPoint.
- Relevant administrative experience that includes prompt replies to emails, answers to phone calls, filing, using a database system for efficient retrieval of documentation, creating schedules, setting up technology for presentations, and keeping records of feedback which ensured quality assurance of all tasks and responsibilities.
- Highly developed interpersonal skills through community outreach and working with an eclectic mix of people of various backgrounds.
- Ability to learn quickly, use foresight to prevent problems and creatively troubleshoot to circumvent any unannounced issues for clients.
- Astute time management skills through experience of being a full-time student maintaining good grades while working and volunteering.
- Proficient in technical skills like math as reflected and cultivated in my commerce degree, which will ensure tax reporting and maintenance of clients' financial records and audits are always correct.
- Diverse knowledge of community resources in an array of communities, which can help generate new resource ideas in existing communities.
- Effective interpersonal skills with colleagues and clients alike, which fosters a positive working atmosphere and preserves integrity of work relationships.
- Familiar with tax reporting by explaining clients' tax situations in a simplified context, which generated more clarity for the clients and fostered a positive learning experience in addition to shorter processing times.
- Extremely detail-oriented and an active listener, which results in narrowing in on client priorities and providing customized help that exceeds clients' standards.

WORK EXPERIENCE

Tax Professional, H&R Block

Jan 2015 – April 2015

- Filed clients' personal income tax returns by using appropriate software and carefully double-checking financial details which resulted in accuracy, customer satisfaction and quicker appointments.
- Maintained short waiting times for clients by following a checklist procedure I came up with to efficiently complete tax returns during the busy season.

Seasonal Sales Associate, Hudson's Bay Company

Dec 2013 – Jan 2015

- Processed customers' orders through POS systems in a quick and easygoing manner as well provided recommendations of similar products, which helped generate higher revenue.
- Exceeded expectations by prioritizing daily tasks based on how busy the store was; organized clothes and verified inventory during down times which led to being flawlessly prepared for busier times ensuring seamless day-to-day operations.

General Store Assistant, Hungtingdon Manor

Apr 2014 – Oct 2014

- Enhanced inventory searches by creating lists in a database that were regularly updated.
- Applied creative marketing skills by using social media to generate more interest and business to the store, which increased sales and brand recognition.

Auditor Summer Assistant, Tianjin Office of RSM China Certified Public

Jun 2012 – Sep 2012

- Carefully reviewed auditing reports before submission to certify accuracy, which prevented errors and additional time spent correcting them.
- Obtained all relevant data needed for the auditing process by corresponding with clients in a timely and organized manner, which helped streamline the operations and sped up the amount of time needed to perform an audit.

VOLUNTEER EXPERIENCE

Secretary/Finance & Administrative Director, CSSA

Apr 2014 – Mar 2015

- Increased membership to the Chinese Students and Scholars Association by marketing through presentations and personal engagement with potential student members at organized events, which cultivated interpersonal and social skills.
- Appropriately analyzed and reviewed the success of each event by recording pertinent observations and providing feedback to the event organizer which were used to improve future events, generating higher participation rates.

Head of Academics, CSSA

Apr 2013 – Mar 2014

- Gathered and provided helpful resources for international students adjusting to a new culture through focused events like networking and orientations in a spirited manner which strengthened their sense of belonging and inspired future involvement.
- Analyzed what sort of resourced would greatly benefit international students by collecting data through surveys, questionnaires, interviews which allowed the CSSA to provide and show support in more constructive and positive ways.