**Insert Your Name**

6732 Kerr Street, Vancouver, BC V5S 3W9

604-436-1863 [syung22@gmail.com](mailto:syung22@gmail.com)

PROFILE

* Trained in the “Wow” Customer Service Program
* Adaptable and quick learner; takes initiative
* Independent learner and team player
* Fluent in English and Cantonese, proficient with basic French

TECHNOLOGY SKILLS(optional if exceptional tech. skills)

* Programming skills: (PHP)
* Animation software: Macromedia Flash
* Google Docs (online collaboration), Google Forms (online surveys)
* Skilled in Microsoft Office: Word, Powerpoint, Excel

WORK EXPERIENCE

**Cashier** – Time Horton’s, Burnaby Sept.2013 - present

* Served customers in busy Metrotown location
* Handled cash and cleaning duties

VOLUNTEER EXPERIENCE

**Monitor – Killarney Library Club,** Killarney Secondary, Vancouver Sept.2013 – present

* Customer service at front desk checking in and checking out books
* (school population 2,000+)
* Shelving books and troubleshooting (total collection 30,000+ books)
* Provides technical help and expertise with hardware and software glitches

**Seniors Volunteer – Nikkei Home**, Burnaby Jan. 2013 - present

* Set up and participate in weekly activities for seniors (e.g. bingo, board games)
* Take seniors on short walks in the community

EDUCATION

**Killarney Secondary School, Vancouver** Sept. 2012 - present

Honour Roll Standing (Grades 9 & 10)

ACHIEVEMENTS & AWARDS

* Principals list 2013
* Honour Roll 2011, 2013
* Certificate of Merit in Band - Highest Fine Arts achievement 2012
* Royal Conservatory of Music – Gr. 7 2012
* Advanced Rudiments of Music – First Class Distinction 2011

CERTIFICATIONS

## Red Cross First Aid Spring 2013

Food Safe Certificate Winter 2012

INTERESTS

#### Volunteering, playing music (piano, guitar), hiking, soccer, programming, social activism (give examples)

References attached

References for (insert your name)

**Name – Position / Job Title**

Company or Organization

603-713-8950 (work) e-mail

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**REFERENCE TIPS**

Choose your TOP 3 when applying for a job (Have 4-5 references available)

1) Order them according to your application

e.g. if it’s a job working with children, put your Volunteer Supervisor for Parks & Rec. first

2) Make sure to CALL your reference BEFORE giving their name and double check that they will be giving you a positive reference (NOTE: if they can’t remember you, not a good choice)

This is the polite thing to do and gives a heads up to the referee so they know what job you are applying for and are not caught off guard, forgetting your skills or who you are.