

XIJUAN (BEN) WU

BW

ADDRESS:

1234 West 67 Street
Winnipeg, MB
R3T T5V

EMAIL:

ben.wu@yahoo.com

PHONE:

204-555-7890

OBJECTIVE:

Get a position as a bank teller to gain further experience in this field.

SPECIAL SKILLS:

- Fluent in English and Mandarin
- Proficient in Microsoft Word, Excel, and PowerPoint
- Proficient in Google Applications such as Sheets, Gmail, and Drive
- Experience working within Outlook
- Proficient in using communication programs such as Skype and Zoom

HIGHLIGHT OF QUALIFICATIONS

- Good knowledge of the various processes in the bank environment
- Effective communication skills and inter-personal skills
- Efficiently handled cash and completed bank deposits
- Received "Employee of the Month" award for outstanding customer service
- Possess knowledge of excellent record maintenance and filing techniques

EDUCATION

Bachelor of Arts

University of Manitoba

Major: Economics

Minor: Psychology

Expected Graduation Date: 2023

Relevant Coursework: ECON1010, ACC1100, Business Communications

September 2019 - Present

High School Diploma

Garden City Collegiate

June 2019

RELATED PROFESSIONAL EXPERIENCE

Customer Service Representative

Sport Check, Winnipeg MB

June 2019 - Present

- Completed intense customer service training with a focus on customer satisfaction
- Provided friendly, prompt customer service to a diverse set of clientele
- Handled cash transactions and merchandise returns with accuracy and efficiency
- Met weekly sales and 'unit per transaction' targets on a consistent basis

Office Assistant

Great West Life, Winnipeg MB

Summer 2017

- Provided friendly, prompt service to insurance clients in order to encourage retention
- Completed office administration tasks including telephone inquiries, filing, photocopying and data entry in a busy fast-paced office
- Handled tasks related to incoming and outgoing mail in a professional manner
- Carried out cash drawer reconciliation tasks for cash amounts up to \$1000

ADDITIONAL EMPLOYMENT EXPERIENCE

Security Services
University of Manitoba

2018-2019

Labourer
City of Winnipeg

Summer 2016

VOLUNTEER EXPERIENCE

Volunteer
Revera Care Home

May 2019 - Present

- Organize and facilitate recreation programs suited to the residents' interests and abilities
- Facilitate one-on-one visits with the residents, providing companionship and well-rounded care
- Communicate with and support residents of diverse backgrounds, ensuring all questions and concerns are sorted quickly and effectively

References available upon request