

ADRIAN THICH

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EDUCATION

University of Toronto, St. George Campus Toronto, ON
120-hour Teaching English as a Foreign Language (TEFL) Certificate, May 2014

York University, Keele Campus Toronto, ON
Alumnus, B.E.S. in Urban and Regional Planning, June 2014

EXPERIENCE

- Jan 2012-
Sept 2012 **Front End Clerk**, Bayview Village, Loblaws Supermarkets Ltd.
- Operated point-of-sale terminals to ensure all customers checked-out accurately and efficiently
 - Maintained and monitored self-checkout stations to ensure accurate checkouts, reconciling all cash in stations at the end of the day
 - Provided superior customer service, assisting customers with various inquiries and requests
- Aug 2010-
Oct 2011 **Shift Manager**, Agincourt Walmart, McDonald's Restaurants of Canada, Ltd.
- Managed the scheduling of employees during shifts to ensure adequate coverage, break adherence, and balancing employees work/life priorities in respect to the labour law
 - Supervised and delegated employees to become productive, and optimize efficiency to ensure an exceptional client experience at the restaurant
 - Maintained a professional and clean work/service that is well presented to clients to give clients a comfortable experience when dining at the restaurant
 - Developed and trained individual team members of the restaurant by participating in the evaluation process, and supported various training programs for crew members
 - Provided superior customer service when mitigating client's problems
- Nov 2008-
July 2010 **Crew Member**, Agincourt Walmart, McDonald's Restaurants of Canada, Ltd.
- Preparing food to customers' orders and individual preferences, ensuring all orders are accurate and efficiently delivered
 - Operated point-of-sale terminals to ensure all customers orders are handled accurately and efficiently
 - Provide superior customer service to all clients, and up-selling various products to customers who may benefit from ordering additional items
 - Assisted in decorating the restaurant during various marketing campaigns
 - Awarded "Employee of the Month" in November 2009 and April 2010
- Sept 2006-
June 2008 **Class Assistant**, Alexmuir Junior Public School, Toronto District School Board
- Provided reception service every Saturday at the school's office, answering various inquiries over the phone or in-person
 - Assisted teachers with various administrative tasks, including photocopying, evaluating exams, and more
 - Assisted teachers in supervising and engaging the children with the materials and activities in the classroom
 - Coordinated and supervised various events and activities for students and parents

SKILLS

- Extensive experience working with customers, colleagues, and children
- Fluent in English and Cantonese; advanced reading and speaking of Mandarin and Korean
- Excellent organization, time management, multi-tasking and problem solving skills