

Mark Chan

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CORE QUALIFICATIONS

- Demonstrated skills in supporting individuals with developmental disabilities
- Pursuing studies in development support work with understanding of person-centered approach
- Skilled in communicating with clients during intervention to set goals and promote change
- Proficient in Microsoft Office (MS Word, Excel, PowerPoint, Outlook)
- Fluent in English (professional), Mandarin (native) and American Sign Language (ASL)

EDUCATION

Diploma, Developmental Services Worker

September 2018 – present

Humber College, Toronto ON

- Key courses: Community Building, Educational Strategies, Autism and Other Complex Needs
- Recipient of Jean Augustine Legacy Scholarship (\$1000) in recognition of community work

WORK EXPERIENCE

Special Needs Camp Counsellor (Seasonal)

November 2018 – present

Terry Fox Recreation Centre, Toronto ON

- Provide one-on-one support with youth aged 10-13 during winter and summer break camps
- Establish a trusting relationship with camper to learn about their goals and learning capacity
- Integrate camper into a group of 30+ youth to promote regular involvement in daily activities
- Completed HIGH FIVE training; learned to provide campers with safe and enriching experiences

Peer Tutor

January 2018 – present

Humber College, Toronto ON

- Offer academic guidance to peers by reviewing course material and communicating key lessons
- Manage schedule with attention to detail to ensure quality preparation before appointments
- Build relevant lesson plans based on students' understanding to improve academic performance

COMMUNITY INVOLVEMENT

Crisis Line Volunteer

January 2015 – May 2018

Spectra Helpline, Toronto ON

First Aid & CPR-C Certification

May 2018 (Exp: May 2020)

Red Cross, Toronto ON

General Volunteer

May 2015 – August 2017

Habitat for Humanity, Toronto ON

Nicole Carter

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Highlights of Qualifications

- Experience with monitoring over 200+ products in busy retail environments
 - Current police foundations student knowledgeable in law enforcement methods and techniques
 - Proven ability to de-escalate situations using effective conflict resolution skills with irate clientele
 - Excellent problem solving skills demonstrated through investigation and analysis of all concerns
 - Proficient in Microsoft Office, including MS Word, Excel and PowerPoint
 - Fluent in English and French with professional oral and written literacy
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Education

Police Foundations (Diploma)

September 2018 – present

Humber Institute of Technology and Advanced Learning

Toronto, ON

- Completed courses in Community Policing, Criminal Code, Justice Communications and Report Writing
 - Cumulative GPA of 83% and consecutive Dean's List student (all semesters)
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Work Experience

Sales Associate / Floor Lead

November 2018 – present

LUSH Cosmetics

Toronto, ON

- Manage sales floor and oversee foot traffic with attentive surveillance to prevent theft
- Train new employees by communicating protocol, taking note of individual sales progress against goals
- Conduct regular audits to ensure stock on floor and in storage matches the documented technical counts
- Provide customer service by conveying product benefits and general skincare information as requested

Customer Service Representative

March 2016 – August 2018

Rogers Communications

Toronto, ON

- Answered inquiries in-person and over the phone regarding all product and software issues, requiring an in-depth familiarity with available offers at the store
 - Administered appropriate assistance to urgent customer concerns with diplomacy, providing solutions and helpful resources to ensure customer satisfaction and retention
 - Discussed store policies and terms and conditions to customers to ensure their informed purchases
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Extracurricular Experience

Campus Walk Volunteer

January 2018 – April 2018

Humber Institute of Technology and Advanced Learning

Toronto, ON

- Patrolled the campus and monitored for suspicious activity, reporting to authorities as required to cultivate safety for all students