

# ERICA WENG

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## OBJECTIVE

Motivated student studying at Wilfrid Laurier University who is passionate in business, marketing, design and hoping to enhance my knowledge in this industry while demonstrating strong work ethic, organizational, and teamwork skills. Seeking to apply past experiences into this new career opportunity to fully utilize my skills, while making a significant contribution to the overall success of the company.

## SKILLS

- Strong Communication Skills
- Schedule Management
- Basic knowledge of Microsoft Word/Excel
- Fluent in English/Mandarin
- Customer Service/Teamwork
- Handling Transactions/Pressure

## EDUCATION

Wilfrid Laurier University - Waterloo, ON  
Bachelor of Design, User Experience Design  
*Expected in 06/2023*

Markville Secondary School – Markham, ON  
*Graduated in 06/2019*

## EXPERIENCE

Toronto Water & Air – **Sales Representative**  
*06/2021 – 08/2021*

- Utilized my communication and presentation skills to successfully show company products while striving to increase sales.

Haight & Ashbury – **Sales Associate, Store Assistant Manager**  
*10/2020 – 02/2021*

- During shifts, I increased sales by providing customer's education about the store's history and mission, as well as engaged in outreach to procure new members.
- Strengthened leadership, communication, interpersonal, and teamwork skills by working with the team and collectively striving to increase sales goals.

Longos - **Cashier**  
*10/2018 – 08/2020*

- As a cashier, I helped customers complete purchases, locate items and encouraged them to join reward programs to promote loyalty, satisfaction and sales numbers. account updates and promotional options.

Pacific Mall - **Supervisor, Sales Associate**  
*07/2017 – 09/2018*

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue by 10%

Thornhill Community Centre - **Cashier, Supervisor**  
*08/2017 – 02/2018*

- As a supervisor, I took on multiple roles like restocking, arranging and organizing, maintaining a clean and well-organized production area, and ensuring a satisfactory experience for customers which enhanced my ability to work under pressure and multitask

MADD – Mothers Against Drunk Driving - **Volunteer**  
*10/2015 – 11/2015*

- Partnered with similar organizations to meet greater needs, and optimizing resource utilization
- Organized packages and envelopes to spread awareness regarding drunk drivers

Unionville Meadows P.S/Markville S.S - **Teacher Assistant**  
*08/2016 – 09/2016*

- Demonstrated empathy, organization, and responsiveness to promote a successful learning towards children by organizing events, helping out with parent-teacher interviews, and setting up a safe and engaging learning environment for students