

Co-op Resume Gallery

School of Business

# Table of Contents

## School of Business

Bachelor of Commerce. ....	3
Business Administration - International Business.....	7
Business Marketing.....	9

# Wyatt Tahan

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## **EDUCATION**

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### **BACHELOR OF COMMERCE (e-SCM)**

*September 2019 – Present*

Algonquin College, Ottawa

- 3.8/4 GPA

## **PROGRAM-RELATED SKILLS**

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- Computer proficiency in Microsoft, Word, Excel, Power Point, Outlook, Visio, and Access
- Effective knowledge in Purchasing Management through coursework and practical projects
- Practical knowledge and experience of Project Management involving methodologies such as Agile, and SLDC
- Proficiency with project management tools like Microsoft Project
- Experience in implementation and operation of an ERP solution (SAP), both technical and functional
- Fundamental knowledge of supply chain management concepts including materials and operations management, including management information systems
- Client/Consumer focused with capacity to foster positive rapport, while effectively meeting requirements and providing exceptional service
- Ability to think analytically and problem solve efficiency
- Ability to multitask and prioritize workload to meet operational needs
- Confident public speaker with strong interpersonal skills and a motivated team player

## **PROFESSIONAL EXPERIENCE**

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### **CASHIER**

*May 2020 – Present*

The Big Squeeze

- Effective customer service skills including, understanding customer needs to solve their problems.
- Knowledge and training in handling cash register
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds
- Build and maintain enduring customer relationships to boost sales and generate repeat business

### **PROJECT OFFICER**

*January 2019 – April 2019*

Information Systems Branch, Department of Defense Canada

- Assisted and supported the Project Manager(s) in project scheduling, coordination, work planning, reporting, partner liaison, networking and communication
- Worked with a project team on several IT projects involving SAP and HANA database
- Assisted in the development of project management tools, templates, and guides
- Coordinated the monthly consolidated project reporting process
- Reviewed the projects for compliance with procedures and standards
- Assisted in the compilation of performance metrics to report on the overall progress of the projects

***SALES ASSOCIATE***

*January 2014 – December 2018*

Nike

- Organized, cleaned and monitored front-of-house ensuring both client and co-worker comfort and safety
- First point-of-contact for customer questions and concerns developing conflict resolution skills
- Proven ability to locate and restock misplaced and mixed stock items
- Highly skilled in administering and executing inventory accuracy through adjustments audits and corporate journal entries
- Organized store and fitting room ensuring a safe and pleasant shopping experience for customers

**VOLUNTEER WORK**

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***ALGONQUIN AMBASSADOR***

*2016 –2020*

AC Day

- Welcomed and greeted new students to the Ottawa campus to help ease their transition
- Well informed on all the activities happening and the services available
- Assisted students in finding the location of orientation and their classes
- Developed connections with new students through discussing any concerns or worries they had

***VOLUNTEER FOOD SORTER***

*2017 –2019*

Food Bank

- Organized, checked quality and sorted donations
- Followed directions and safety policies to ensure the food products donated were not expired and sorted properly
- Completed tasks efficiently through communicating and working with the warehouse coordinator and other volunteer
- Created excel sheets of inventory to identify the quantity of food donated and expire date

References:

Michael Scott, Manager  
Department of Defense  
000-111-2222  
M.Sc@canada.ca

Arya Gibson, Supervisor  
Nike  
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gibsonarya@nike.com

# Ming Jung

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## Education

Algonquin College – Ottawa, ON

June 2020

- [Bachelor of Commerce \(E-Supply Chain Management – Honours\)](#)

## Program-Related Skills

- Knowledge of project management, quality management, layout management, location, inventory management, JIT/Len
- Ability to perform preliminary functions in SAP software
- Strong knowledge of Six Sigma, DMAIC methodology, design, and implementation
- Microsoft Office Suite (Word, Excel, PowerPoint, Project, Access)
- Software knowledge of ERP Business Configuration, Java, and SQL
- Developed knowledge on process of business plan

## Work Experience

McDonalds – Ottawa, ON

Manager

2019 - Present

- Recruited, oriented and trained employee to ensure all staff performed their duties correctly
- Liaised between other leaders in the restaurant to manage daily operation
- Led teams up to twenty staff on a daily basis to provide exceptional guest and staff experience
- Provided positive and constructive feedback to inspire and maintain good standards
- Handled problems under pressure in a dynamic and fast-paced environment
- Adapted to difference of opinion and encouraged others to express their own thoughts

McDonalds – Ottawa, ON

Cashier

2016 - 2019

- Maintained high performance skills and leadership shown through quality of service
- Ability to memorize menu and ingredients accurately to enhance customer service at the register
- Quickly solve problems that arise to reduce amount of escalated complaints
- Interacted with customers in friendly and welcoming manner to enhance their experience
- Communicated any special request or errors made to the kitchen staff to speed up service time
- Ensured policies and safety protocols were followed daily for the safety of staff and customers
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds
- Strive for quick complaint resolution; commended by manager for ability to resolve problems and avoid escalation of issue

Dunder Mifflin Paper Company – Ottawa, ON

Receptionist

2014 - 2016

- Greeted clients to the facility and informed clients about the services
- Reviewed files to ensure all the correct content corresponded with the file and correct labeling
- Scheduled appointments and entered relevant client information into central database
- Assisted clients with issues such as formatting documents, emailing and internet research
- Ordered supplies and researched new products/supplies to save on cost

## Volunteer Experience

Shermer High School – Ottawa, ON

Homework Club Tutor

2017 - Present

- Informed and supported parents on student's progress and difficulty
- Provided a safe and engaging environment for school-age children
- Supervised up to 20 children and managed behaviours
- Collaborated with other team members to better support the different learning styles
- Maintained a positive rapport with the host school

## References

Dorothy Gale

Supervisor, McDonalds

123-000-1234

Dorothy.Oz@gmail.com

Dwight Schrute

Supervisor, Dunder Mifflin Paper Company

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# Emmanuel Lubezki

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<https://www.linkedin.com/in/JonSnow>

## Education

[Business Administration - International Business Diploma](#)

3.6/4 GPA - Algonquin College, Ottawa, ON

December 2021

## Program-Related Skills

- Conduct, evaluate, and present market research to support an organization's international business decision-making
- Plan, implement and evaluate team projects by applying project management principles
- Examine the connections between strategic objectives, stakeholder expectations, and supply chain functions, processes and roles, to support decision-making, problem-solving and coordination of tasks
- Conduct primary and secondary market research to provide information needed to make marketing decisions
- Apply computer skills and knowledge of Human Resources Information Systems (H.R.I.S.) to support the human resources function
- Co-ordinate the processing and maintaining of financial records in compliance with relevant policies, procedures and regulations for individuals and/or organizations

## Work Experience

**Medical Front Desk Receptionist**

*Seattle Grace Hospital*

**May 2020 – Present**

- Scheduled and confirmed patient appointments efficiently; scheduled appointments with secondary care providers effectively
- Greeted, checked-in patients, and collected information required from patients
- Coordinated physician schedules and maintained patient flow by communicating patient arrivals or delays
- Answered all incoming calls and if required lead them to appropriate personnel
- Coordinated Information Transfer of Motor-Vehicle Accident patients' with all appropriate personnel
- Created and monitored all corporate social media accounts, websites, and campaigns
- Successfully using Search Engine Optimization techniques to ensure positive online presence

**Customer Experience Representative**

*Tiffany & Co.*

**Jan 2018 – April 2020**

- Communicated all store initiatives and promotions to customers to generate return
- Operated a POS system to itemize and complete customer purchases
- Recommended, selected, helped and locate to obtain out-of-stock product based on customer requests

- Replenished store merchandise and arranged them to promote a visually appealing environment
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently

## Volunteer and Co-Curricular Activities

### Class Representative

*Student Association*

**Oct 2018 – Present**

- Communicated and discussed important issues, plans, and ideas with classmates and accordingly built a rapport to be shared with Program Faculty
- Notified and informed classmates on a monthly basis of all the upcoming events, seminars, and deadline, answered questions, and paid close attention to their opinions and reactions

### Volunteer at WE Day

*WE Ambassador*

**June 2017**

- Greeted and informed guest of the different events available to better their experience
- Controlled the crowd and maintained safety protocols to ensure no one was injured
- Addressed conflict in friendly and professional manner to de-escalate situation

## Awards

### Public Speaking Competition

*Local County Fair Public Speaking Competition,*

**May 2016**

- 1st Place Winner out of 12 competing from different schools in the region

## References

### **Tyrian Shaw**

*Supervisor*

613-454-8788

T.Shaw@yahoo.com

### **Jeffery Butler**

*Assistant Manager*

(613) 545-9879

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# ALONDRA SEGAT

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[LinkedIn URL](#) | [Portfolio](#) | [GitHub Page](#)

## Education

**[Business Marketing Diploma](#), Algonquin College, Ottawa ON**

**Sept. 2020 – Present**

- Dean's Honours List; GPA 3.5 / 4.0
- Selected Coursework: Financial Information for Marketing, Marketing Foundations, Global Marketing, Professional Selling, Marketing Channels, Digital Marketing

Other Diploma/degrees can be listed in the same way; High-school diploma and ESL should not be added

## Program-Related Skills

- Theoretical and practical knowledge of strategic marketing and implementation
- Exceptional skill in building and maintaining customer relationships focusing on excellent customer service with presentation and facilitation experience
- Experience in marketing and developing supplemental literature including, research industry trends and the labour market
- Negotiation and critical thinking skills
- Exceptional customer service oriented and ability to generate leads through high profile events
- Outstanding project management and sales/marketing skills
- Trained in researching and analyzing data
- Working knowledge of Windows, MS Office Suite, Profile, Tax Prep, A-Plus, and Lotus Notes

## Related Experience

**Marketing Associate, DS-Max: Independent Distributor for Apollo Advertising**  
**Ottawa, ON**

**Nov. 2016 – Aug. 2020**

- Actively involved in the planning strategy and execution of marketing projects and programs for public relations/marketing clients, always striving for outstanding results
- Focused on customer acquisition, building and maintaining strong professional relationships with clients and developing a better understanding of the Greater Toronto Area, allowing for future business opportunities
- Involved in managing large corporate accounts within limited budget and timelines
- Completed Management Training Program as part of the corporate professional development plan
- Regularly act as Charity Ambassador to perform community networking

**Marketing Coordinator, K-Net**

**Apr. 2014 – Apr. 2016**

**Ottawa, ON**

- Implemented direct marketing campaigns targeting tournament coordinators
- Created customized tournament prize package programs
- Partnered with client companies in corporate, not-for-profit, and private industries to design and implement product distribution strategy
- Maintained buying relationships with various promotional product companies
- Assisted Vice President of Direct Marketing in executing monthly operations

## Academic Projects (Option 1)

**Restaurant Website - Web-Development**

**Apr. 2021**

- Designed a website for a restaurant using PHP/HTML/CSS/JavaScript
- Developed two main modules: customer management and login authentication
- Designed the database and implemented CRUD functions
- Dealt with customer registration using MySQLi

# ALONDRA SEGAT

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## Volunteer and Co-Curricular Activities

**Class Representative, Algonquin College Students' Association, Ottawa, ON**

**Jan. 2020 – Apr. 2020**

- Gathered feedback from classmates in person and through surveys to understand their issues and challenges related to academic and social life at the college
- Presented suggestions and ideas to improve students' college experience at the meetings with Algonquin Students' Association and Program Faculty

## Certifications/Training

- Standard CPR and First Aid Certification, St. John's Ambulance, Ottawa, ON, 2017

## Awards

- Employee Excellence Award, The Source, 2018

## References

Contact Name

Position Title

Company Name

Phone Number and Email

Contact Name

Position Title

Company Name

Phone Number and Email