

ANDY ZHONG

8 Pettigrew Court, Markham, L3S1L8, Canada

(647) 766-8666

andyzhong27@gmail.com

PROFILE

Dedicated and detail-oriented, I enrolled in the University of Toronto SCS coding boot camp to pursue my passion for web development. My background in retail and customer service has honed my ability to troubleshoot and problem-solve, skills which are critical in identifying and resolving issues related to user experience and website functionality. With hands-on experience in HTML, CSS, and JavaScript, gained through the boot camp, I'm eager to apply my skills in an entry-level web development role and continue to learn and grow as a professional.

EDUCATION

- ❖ **University of Toronto - SCS Coding Boot Camp** Feb 2023 — Aug 2023
Certificate Toronto
- ❖ **Seneca College** Sep 2013 — Apr 2016
Business Administration and Financial Planning Toronto

EMPLOYMENT HISTORY

- ❖ **Customer Service & Dispatch, Innocon** Oct 2021 — Aug 2022
Richmond Hill
 - Brought forth excellent customer service skills and a commitment to customer satisfaction.
 - Placed orders for customers through the phone and online, ensuring accuracy was top priority.
 - Dispatched a fleet of up to 70 drivers at a time, providing assistance to drivers in need, and ensuring deliveries arrive on time.
- ❖ **Field Expert, Enjoy Technology** Sep 2020 — Apr 2021
Woodbridge
 - Assisted coworkers with troubleshooting and inquiries
 - Utilized excellent time management skills to ensure that orders were completed on time
 - Educated and trained customers to troubleshoot devices when applicable to ensure customer satisfaction
 - Maintained up-to-date knowledge of all retail promotions.
- ❖ **Mobile Manager, Best Buy Canada** Oct 2016 — Sep 2020
Toronto
 - Organized and prioritized work to complete assignments in a timely, efficient manner.
 - Provided superior customer service to clients by addressing all questions and concerns.
 - Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
 - Achieved monthly targets by creating and following monthly business plans.
 - First point of contact in person, via telephone and email for customer escalations
 - Utilized strong decision-making and problem-solving skills to guide staff to reach their targets

SKILLS

- | | |
|---------------------------|---------------------------|
| HTML/CSS/JavaScript | Leadership Skills |
| jQuery | Ability to Work in a Team |
| Bootstrap | Ability to Multitask |
| Effective Time Management | Communication Skills |