

Devon Ho

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SUMMARY OF QUALIFICATIONS/SKILLS

- Strong passion for international business and digital marketing; currently completing a certificate on digital marketing management at University of Toronto – School of Continuing Studies
- Possess Honors Bachelor of Commerce degree with a Specialization in Marketing and a Major in Economic
- Proven skills in professional communication and office administrative work tasks such as invoice and data entry with a high level of attention to detail
- Demonstrate critical thinking and constant problem solving skills while working as a Take-out Specialist in a fast paced working environment
- Excellent organizational and time management skills with ability to effective prioritization and simultaneous multi-tasking
- Proficient in PC/Mac platforms, Microsoft Office suite including Excel, Word and Outlook; quick learner and adept at new technology

WORK EXPERIENCES

Take-out Specialist

Chipotle Mexican Grill

Jan 2015 – Present

- Launching a fundraising program during 2015 Summer for the CIBC Cancer Run; donating 180 burritos to the event
- Efficiently managing all daily fax and online orders, and checking the sales regularly to ensure the growth of take-out sector is toward our weekly/monthly sales goal
- Constantly studying the target market and participating monthly management meeting for the purpose of implementing a proper promotional technique
- Giving lots of call-backs to our online customers for constructive feedbacks in order to retain and enlarge our clientele, as well as creating new businesses

Barista/Shift Manager

Aroma Espresso Bar

Sept 2014 – Jan 2015

- Providing exceptional customer service and build connections with the guests in order to develop brand loyalty
- Keeping the cleanliness of the workstation at all time and ensuring all the equipment and utensils are stainless before being used
- Delivering quality and lifestyle via the signature coffee beverages
- Performs all POS duties, front and back of store functions including opening and closing procedures, and is accountable for the store funds while on shift

Cast Member/Sales Associate

Disney Store Canada

Sept 2014 – Jan 2015

- Connecting with Guests by asking open-ended questions to assess Guest needs and make appropriate suggest, thus to achieve Disney Store Mission of “creating magical moments for guests of all ages”
- Consistently treating all Guests and Cast Members with respect and contributes to a positive, high energy, and fast paced work environment
- Performing cash wrap and POS duties in an efficient and timely manner while maintaining a high level of Guest Service
- Participating in the processing of shipment, replenishment of the sales floor, and additional operational tasks based on the needs of the store

EDUCATION

University of Toronto – School of Continuing Studies

Certificate of Digital Marketing Management

University of Toronto

Honors Bachelor of Commerce

- Specialization in Marketing and Major in Economics

Relevant Courses: International Business, Small Business Management, Organization Behavior, Marketing Management, Operation Management

VOLUNTEER EXPERIENCES

Coordinator

BikeShare at UTM

April 2014 – August 2014

- Assessing pilot program throughout academic year
- Adjusting the program with the intend of improved procedures and logistics to manage a fleet of bikes
- Increasing the utilization of bikes through on-campus promoting

References are available upon request