

Shu-Ting Wei

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Skills

- Exceptional interpersonal skills and easily interacts with public and co-workers
- Fluent in English and Mandarin
- Adept in working under pressure and balancing work priorities
- Proficient in both active listening and speaking
- Certified in standard First Aid & CPR/AED level C
- Obtained Food Handler Certificate

Experience

- Assistant Manager
Famous Footwear, Victoria, BC Sep 2021 - Present
Utilized all available tools to train and develop associates while creating a collaborative workplace. Addressed associate behavioral and performance deficiencies in partnership with the store sales manager. Monitored sales transactions and ensured sales procedures were followed properly. Demonstrating strong problem resolution skills and customer connection skills. Improved customers shopping experience by learning product knowledge to provide personalized recommendations that lead to increased sales revenue. Actively stayed informed about the latest sales promotion and loyalty programs. Maintained a clean, organized, and safe store environment.
- Retail Sales Associate
Marshalls, Victoria, BC Oct 2018 - Dec 2020
Provided prompt and friendly service to customers. Guided customers through the process of successfully finding their ideal styles. Completed tasks in a timely and accurate manner. Processed and prepared merchandise for the sales floor with the company guidelines. Recovered and organized the store as needed throughout the day.
- Front Counter Crew Member
Dairy Queen, Victoria, BC Oct 2017 - Sept 2018
Delivered high quality customer service while assisting with customer's questions and preparing products. Provided customers personalized ideals of menu navigation. Strictly followed the safety and health standards to prepare products in a timely manner. Mastered POS systems to handle payments.
- Volunteer at Ayre Manor Lodge, Sooke, BC Oct 2016 - June 2017
Built a link between the organization and the residents of the organization by providing the best care possible. Understanding residents' limitations, and demonstrating empathy and patience while working. Took residents on walks and read to them as a resident's companion. Assisted with group activities, like crafts, bingo and afternoon tea. Helped staff and residents coordinate large events and celebrations.

Education

Diploma of Criminal Justice
Camosun College, Victoria, BC 2019-2021