

# JEFFREY AU

## PROFILE

Recent graduate with experience in sales, customer service, business analytics and operational administration. Seeking to broaden experience and leverage management specialist skills in business consulting environment.

I am also interested in data analytics and web development. Currently self-teaching programming languages including Python, HTML, CSS, and Javascript

## CONTACT

-  Toronto, ON
-  jeffaupc@gmail.com
-  647-885-2813
-  <https://www.linkedin.com/in/jeffrey-au-538567169/>
-  <https://github.com/jeffreyaupc>
-  <https://jeffreyaupc.github.io>

## PROFESSIONAL SKILLS

Analytical Skill  
Organizational Skill  
Operation Management  
Inventory Management  
Data Analysis  
Microsoft Office Suite  
Python  
HTML  
CSS  
Javascript

## PERSONAL SKILLS

Critical Thinking  
Problem Solving  
Reliable and Professional  
Interpersonal Skill  
Time Management  
Team Player  
Fast Learner  
Multilingual (English, Mandarin & Cantonese)

## PROFESSIONAL EXPERIENCE

### OPERATIONS AND EFFICIENCY MANAGER

IQ Mobile Inc. (Authorized Telus/Koodo dealership) | Jun 2020 - Aug 2020

- Analyzed, monitored & improved operational efficiencies by implementing and maintaining processes, policies, and protocols
- Monitored existing inventory levels & purchase orders and informed sales department on product positioning
- Created and maintained new hire progress document to ensure up-to-date information on training progress
- Supervised other co-workers to ensure store and staff efficiency standards are met (including Covid-19 sanitizing procedures)
- Performed regular sales representative operations as described below

### SALES REPRESENTATIVE

IQ Mobile Inc. (Authorized Telus/Koodo Dealership) | Jan 2020 - Jun 2020

- Provided exceptional customer service by assisting clients on purchasing decisions, and ensure their satisfaction with Telus/Koodo services, products and values
- Managed daily operation independently, from the opening to the closing of Koodo store
- Ensured accuracy in all transactions, inventory levels and procedures
- Communicate up-to-date merchandising and promotional activities with relevant stakeholders, including colleagues & clients
- Handled inventory documents when transferring inventories between stores and collateral shipments
- Safeguarded and monitored cash drawers & generated cash reports on daily basis, solved any discrepancy

### OFFICE ADMINISTRATION ASSISTANT (PART-TIME, SUMMER)

Bullyland AG (Hong Kong, China) | June - Aug 2014 - 2016

- Managed purchase and sales documentation for both vendors and clients, ensuring reliable document storage and retrieval
- Monitored, ordered, and maintained office materials for day-to-day operation
- Attended management meetings and ensured timely entry of vendor and client information, relaying information to relevant stakeholders and personnel

## EDUCATION

### BACHELOR OF BUSINESS ADMINISTRATION, MANAGEMENT SPECIALIST

University of Toronto | 2015 - 2020

#### SCHOOL PROJECT

- Analyzed critical functions of global organizations in multiple industries, provided insights with SWOT, PESTEL, and Porter's Five Forces, identified risks in all aspects and provided solutions in transformation or change in organization structure and strategic planning