

Eric Chen

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A recent English graduate and Gold Duke of Edinburgh's International Award holder with excellent communication skills, looking to secure a customer service role which allows me to further develop and learn more about the marketing and client-facing practices of a well-respected and marketing-leading company.

Work Experience2

2016 – 2018 **Metro Grocery Store, Cashier**

Working at Metro grocery while completing my BA in English, I gained valuable customer service experience to compliment my communication skills. My positivity and hard work were often praised by my managers, and this has been a valuable experience into the many details and staff it takes to run an effective retail business.

2014 – 2015 **Volunteer, Holland Bloorview Kids Rehabilitation Hospital**

I volunteered in both the recreational swim program and the therapeutic playroom with kids ages 4-12 with a variety of mental and physical challenges. I helped set up activities to encourage and support their development/rehabilitation, and developed a range of skills as outlined below.

Skills Developed Working on my Duke of Edinburgh's International Award

Communication

While volunteering over 100 hours with the Holland Bloorview Kids Rehabilitation Hospital, I developed my communication skills to really focus not only on clarity of direction, but actively listening to feedback and incorporating it into follow up activities with the kids that I worked with.

Teamwork and collaboration

I worked with 6 other people to complete my DofE Award expeditions to plan routes, assess potential problems before they became issues, listen to all opinions and take leadership when necessary. I was responsible for map navigation, which played an integral role in completing our journey on time and safely. I also developed this further with my Gold Project at a model United Nations experience, where I focused on research, presenting verbal and written reports, and responding immediately to counter arguments.

Self-motivation, focus and time management

I managed my academic studies for my high school diploma while completing my Gold Award for DofE. Ensuring that I kept progressing on my skill development (piano) and physical recreation component (running) with the short and long term goals that I set helped me develop my abilities to manage my time, focus and self-motivation.

Resilience

Achieving my Gold Award has involved unwavering resilience, especially when faced with setbacks. Keeping sight of the end goal and not letting problems derail my focus has been a character-building experience that has increased my confidence and I believe prepared me effectively for the challenges of the working world.

Technical Skills Summary

- Adobe Photoshop and Lightroom
- Microsoft Office 2016

Extra-curricular Achievements

- All 3 levels of The Duke of Edinburgh's International Award – Bronze, Silver, and Gold
- Lifeguard Certification (NL)
- First Aid and CPR certificate

Education and Academic Qualifications

2015 – 2019 Brock University, English BA with Honours

2011 – 2015 Bishop Marrocco Secondary School

References

Donna Dupuy, DofE Leader – (phone number, email address)

Andrew Ratcliff, Holland Bloorview Kids Rehabilitation Hospital - (phone number, email address)