

Noel Tong

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SKILLS

- Excellent analytical skills and ability to learn quickly
- Cooperative team member who strives to achieve goals
- Fluent in English, Mandarin and Cantonese
- Adaptability and ability to work under pressure
- Organizational skills and customer service oriented
- Basic Sign Language

PROFESSIONAL EXPERIENCE

1011 Sip Tea, Hong Kong

Senior Barista, September 2020 - February 2021

- Conducted successful cash audits at the end of each shift
- Cleaned counters, machines, utensils, and seating areas daily
- Prioritized drink requests while managing interruptions
- Provided promotional idea for references

Chatime, Markham ON

Team Leader, November 2015 – July 2017

- Finalize store administration and comply with policies and procedures
- Oversee the safety of employees and customers by providing a safe and clean environment
- Communicate with team members on establishing a respectable and collaborative team
- Respond to customer complaints and concerns and execute a satisfactory and quality resolution
- Oversee the training of current staff members to ensure quality of service

Share Tea, Hong Kong

Senior Barista, November 2013 – July 2015

- Maintained and operated machines, blenders, espresso steamer, and other equipment
- Provided excellent customer service with a friendly attitude, balancing customer relations with fast and efficient service
- Educated coworkers and customers about new products

Language Tree

Teaching Assistant, Sep 2019 – Sep 2020

- Supporting teacher to ensure that the pupils get the maximum benefit from the learning activities that the teacher plans and carries out for them

McDonald Hong Kong

Customer Service Worker, Nov 2017- Jul 2021

- Experiences in food preparation and customer service

The Boys and Girls Club Association of Hong Kong

Summer Assistant, Jul 2020- Aug 2020

- Assign with course registration and teacher materials

The Boys and Girls Club Association of Hong Kong

Event Assistant, Nov 2020- Sep 2021

- Assign with course registration and teacher materials

Carista Hong Kong

Tutoring, Jan 2021- Jul 2021

- Help with low income families languages skills

CERTIFICATES

- Certificate in the Pet First Aid and Emergency Care Course, St John Ambulance (2018)
- Certificate in Post- Natal Care Worker (2018)
- Certificate in First Aid, St John Ambulance (2019)
- Certificate in Children with Special Education Needs Foundation (2019)
- Certificate in Children with Special Education Needs Intermediate (2019)
- Certificate in Child Psychology (2020)
- Certificate (Beginner Grade) in Hong Kong Association of Deaf (2020)
- Certificate in Dental Surgery Assistant (2020)

EDUCATION

Seneca College (Diploma of Social Service Worker), King City, ON

2021 - Present

Gratia Christian College (BSW), Hong Kong

2020 – 2021