

# Amy Ly

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## EDUCATION:

C.W Jefferys Collegiate Institute, OSSD

September 2017 – June 2021

Seneca Polytechnic Newnham Campus, Medical Device Reprocessing

September 2023 – Present

## EXPERIENCE:

Sunrise of Thornhill, Thornhill, ON, Canada

September 2022 - Present

Concierge

- Arrange for transportation to and from doctor's offices, malls, and events for visitors and residents.
- Handle calls to address family, current and future resident inquiries and concerns.
- Actively listen to residents, handle concerns quickly and escalated major issues to the supervisor.

Urban Cova, Toronto, ON, Canada

July 2021 - July 2022

Store representative

- Managed inventory control, cash control and store opening and closing procedures.
- Rotated merchandise and displays to feature new products and promotions.
- Made and served beverages with focus on speed, quality and consistency.
- Interacted with customers to promote a positive environment.

CNE Green Team, Toronto, ON, Canada

August 2019 – August

2019 Caretaker

- Maintained cleanliness, sanitation and organization of assigned station and service areas.
- Disposed of trash and recyclables each day to avoid waste buildup.
- Cleaned and stocked bathrooms

Yamashida Hair Salon, Mississauga, ON, Canada

July 2018- August 2018

Assistant

- Responded to inquiries from callers seeking information.
- Greeted incoming guests professionally and provided friendly, knowledgeable assistance.
- Minimized infection risks by using required solutions and procedures to sanitize tools.
- Answered telephone calls to schedule new appointments.

## SKILLS:

- Proficient in Google Apps for Education, Google Apps for Work, and Microsoft Office
- English
- Cantonese
- Vietnamese (Basic)