

# Cheryl Chao

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## EDUCATION

**University of British Columbia**, Vancouver, Canada  
Bachelor of Arts in Psychology

August 2016 - April 2020

- GPA: 3.6/4.33

**Canadian International School of HK**, Hong Kong  
International Baccalaureate Diploma

August 2013 - June 2016

- IB: 37/45
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## WORK EXPERIENCE

**UBC Book Store | Rush Cashier**

August 2019 - September 2019

- Understanding customers' needs and providing the best textbook option
- Directing customers to different resources based on their needs
- Assist customers with their textbook and online textbook purchases
- Assisting with purchase returns, exchanges and textbook rentals

**Jericho Kids Club | Program Leader**

April 2019 - current

- Empowering children through leading fun activities indoors and outdoors while ensuring their safety
- Building rapport with children through playing games with them to ensure that they have an enjoyable time with us
- Guiding and supporting children through conflict resolution methods when in conflict
- Create team bonding opportunities for children through offering active group games
- Offer art activities and art supplies to promote creativity and opportunities for children that prefer quiet activities
- Cleaning up the room every day to maintain the clean and safe environment for the children to be in

**Trout Lake Community Centre | Youth in Action Program Leader**

April 2019 - current

- Teaching life skills such as transit, money budgeting, interview and relationship building skills
- Offering indoor activities such as cooking or boardgames day as well as outdoor sports
- Building rapport with the children as well as facilitating opportunities to build friendships amongst youths
- Guiding and youths to recognize their zones of regulation and to express their situations to us

**Behaviour Interventionist**

September 2018 - current

- Embedding program lists into free play to gradually adjust the unexpected behaviour to desired behaviours
- Rapport building with clients to allow for more successful interventions
- Attending school sessions to build social skills and to mitigate unexpected behaviours in school
- Communicate with parents for the client's success or areas of continual support
- Attend overlaps and monthly meetings to ensure techniques used are consistent and are more beneficial for the client

### **The Soup Market | Store Closer**

September 2017 - April 2018

- Sold daily soups and meals
- Recommended suitable products to customers to fulfill their desired taste
- Clean the front and back of the store to ensure cleanliness and tidiness
- Organize and close the store in the evening

### **Cheung Kong Hutchison Holdings Ltd | Group Corporate Affairs Intern**

July 2018 - August 2018

- Made Chinese and English news clippings for news related to the company and business
- Wrote and edited news summaries for the company's monthly internal magazine
- Assisted with editing the company's annual internal calendar book
- Attended promotional events for different brands at a booth in a wedding exposition
- Prepared a sub-brand award ceremony guest list and socialized with guests

### **PricewaterHouseCoopers | Campus Recruitment Intern**

May 2017 - August 2018

- Designed and executed the passport (instructions booklet) and personalized props for the in-house campus voice
- Conducted and analyzed different focus groups' feedback on various internship programs
- Conducted group interviews and assisted on panel interviews for internship programs
- Analyzed campus voice registration data to ensure the effectiveness of the event
- Led the opening and group activities during the second batch summer interns' orientation
- Represented campus recruitment team in marketing emails and followed up on candidates' enquirers
- Contacted overseas universities to help promote campus recruitment team's roadshow
- Built a sense of belonging for interns through designing intern profiles and promoting it to the business
- Planned team bonding events to help the team de-stress before their peak season
- Participated in the UK Joint University HK Career Fair to promote internship and graduate opportunities
- Assisted the Assurance One Year Placement Program Information Session and surprise interview

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## **SKILLS**

- **Standard First Aid Certificate with CPR-C & AED**
- **Criminal Record Check**
- **Non-Violent Crisis Intervention**
- Fluent in English, Cantonese, Mandarin
- Stronger interpersonal skills

## **ACHIEVEMENTS**

### **Hong Kong Yours Student Club Director**

### **The Associated Board of the Royal School of Music**

- Grade 8 Piano, Grade 6 Classical Opera

### **International Schools Sports Federation of Hong Kong**

- 200m Freestyle Bronze Medal