

HANGWEI BAO

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Summary

I am an undergraduate student at University of British Columbia. I am currently in the Interdisciplinary study program, taking business, commerce and Asia courses. The IDST program at UBC allows me to make connections between concepts across different disciplinary boundaries and I am able to use the knowledge gained in one field and apply to other fields.

I worked as an assistant tutor, an intern at China Telecom and a cashier at Leletea store from 2015-2019.

I am a hardworking and reliable worker with strong background in operating cash register, communicating with customers.

I am highly organized, proactive and punctual. Operates well within team-oriented environments.

Skills

- Bilingual
- Multitasking
- Problem Solving
- Communication Skill
- Reading comprehension
- Student motivation
- Innovative teaching methods

Experience

- 07/2015 - 03/2017 **Assistant Tutor**
Zhang Li Wei
Hangzhou, Zhengjiang
 - Organized fun, educational activities which allowed students to boost literacy and fluency skills through interactive learning.
 - Built student self-confidence by working through stages of Business and Commerce concepts and using positive reinforcement techniques.
 - Used Jigsaw Method to divide the classroom into several small groups, and allow students to take the lead.
 - Supported the instructor by identifying and addressing specific concerns.
 - Escalated student's concerns to the instructor
- 04/2017 - 07/2018 **China Telecom Customer Service Intern**
Jin Jing
Hangzhou, Zhejiang
 - Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
 - Fielded customer complaints and queries, fast-tracking them for problem resolution.
 - Reviewed account and service histories to identify trends and issues.
- 05/2018 - 08/2019 **Cashier Intern**
Bao Li Chun
Beijing , China
 - Helped customers find specific products, answered questions and offered advice.
 - Resolved issues with cash registers, card scanners and printers.
 - Assisted customers with account updates, new service additions and promotional offers.
 - Learned how to communicate with customers and offer advice with high level of professionalism

Education and Training

- 07/2019 **Bachelor of Arts** in Economics

Burnaby, BC

University of Simon Fraser

Expected in 09/2021

Bachelor of Arts in Interdisciplinary Studies

Vancouver, BC

University of British Columbia