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Objective: Bilingual fourth-year UBC student studying Research Sociology and Business with the purpose to obtain a job in the financial industry. I have a strong passion for customer service and have acquired over five years of customer services experience through work and volunteer opportunities.

#### Education:

Jun. '18 – Sep. '18	Stanford University Intensive Studies in Technology Entrepreneurship
Sep. '15 – Present	HBX- Harvard Business School Certification in Leading with Finance
Sep. '15 – Present	University of British Columbia BA Specialization in Social Science & Minor in Commerce
April. '18 – Present	Canadian Securities Institute Investments Funds In Canada in Mutual Funds

#### Employment:

Mar. '18 - Present	Financial Service Representative – Canada Trust <ul style="list-style-type: none"><li>· Performing Investment portfolios including RSP, RESP, TFSA</li><li>· Provide consolidation for credit cards, loans, line of credits, mortgages</li><li>· Engage customers in conversations to understand and meet their current and future financial needs by providing them with advice and appropriate products and services.</li><li>· Providing financial management for high valued Clients with the Assets over \$200,000.</li></ul>
Mar. '17 – Mar. '18	Customer Service Representative – Canada Trust <ul style="list-style-type: none"><li>· Perform legendary customer service with consistency and reliability</li><li>· Constantly seeking and providing opportunities to enhance customer's banking</li><li>· Consulted customers on investment and finance options</li><li>· Taking initiative in providing guidance and advice towards new trainees</li></ul>

- Consistently contribute to branch's overall success by exceeding sales revenue goals
  - 2017 Q4 SR pace 200%, 2018 Q1 SR pace 300%
  - 2018 Q1 LEI (Customer Review) 92.5%
  - 2018 Q1 Business Referrals 4.72/day

Sept. '17 – Jun. '18    Vice President - UBC Chinese Collegiate Society

- Budgeting and marketing external events for the club
- Leading my executives and directors in achieving progressive results
- Seeking sponsors and associating with other organization to expand our events

Sep. '15 – Mar. '17    Sales Representative – Ted Baker

- Greet customers while gather providing fashion and tailoring assistance
- Building personal connections and resulting increase volume of clientele
- Consistently exceeding sales goal by 50% – 200%
- Increase store's Unit per Transaction and sales with personal performance

Sep. '15 – May. '16    Stock Management – Abercrombie & Fitch

- Assist customers by helping them with questions and transactions
- Responsible to organize, transfer, replenish products throughout the stock/retail.
- Provide customers with excellent customer service while fashionably presenting the store's brand image

#### Personal Attributes:

- Proficient Microsoft Office, Word, Excel, PowerPoint.
- Fluent in English and Mandarin
- Excellent Interpersonal Skills
- Public Speaking and Presentations
- Quantitative and Qualitative Research
- Data analysis

#### References:

- Available on request.