

# MOST EFFECTIVE RESUME

## Emma Lam

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Emma uses a clean, easy to read format, suited to employers hiring part-time workers.

### EDUCATION

**Honours Bachelor of Arts**, University of Toronto Mississauga 2017 to present  
Specialist: Sociology

### COMPUTER SKILLS

- Microsoft Word, Excel, web search engines, SIRSI Library system

### WORK EXPERIENCE

**Info Booth Staff** Sept 2018 - present  
*Student Centre, University of Toronto Mississauga*

- Provide excellent customer service to students and visitors by assessing needs, providing accurate information and directions
- Worked extra shifts during illness of co-worker

**Support Worker** (volunteer) Sept 2018 – present  
*Accessibility Services, University of Toronto Mississauga*

- Assisted visually impaired student with library searches
- Utilized assistive technology to enable student to study texts
- Awarded Volunteer Recognition certificate by the University

Familiarity with the library is in evidence here.

**Research Assistant** Summer 2019  
*Tourism Department, Government of Singapore*

- Analyzed, as part of four member team, results of marketing programs to North America through visitor records, hotel and tour company bookings
- Presented findings to senior managers
- Maintained accurate database of tour operator

### EXTRACURRICULAR ACTIVITIES

**Special Events Assistant** (volunteer) Sept 2018 to present  
*Office of the Registrar, University of Toronto Mississauga*

- Provided information to prospective students and their parents; answered their questions individually and in groups of 10-20

### INTERESTS

- Hiking, mystery novels, science fiction movies

Emma's ability to communicate to a variety of people and to handle groups is highlighted

Emma has highlighted her customer service experience with students as the job posting requests these skills.

Emma's experience provides a concrete example of team work and communication skills.