

| GUIDELINES | |
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| NAME: your name should be in bold and font size 14 to 18 (pleasing to the eye) | ✓ |
| CONTACT INFO: address (optional), phone, email and LinkedIn URL should be the same size font as body of résumé (pleasing to the eye i.e. top of your page and centered) | |
| EMAIL: should be professional – e.g. amberloi@georgebrown.ca | |
| HEADINGS: the headings in the résumé body should be bold and/or capitalized | |
| OBJECTIVE or HEADLINE: For a specific job, you can use an OBJECTIVE. If looking for an opportunity you do not know exists use a HEADLINE or for best results use a combination of the them (ask Career Services if unsure example résumé includes a combination of an objective and headline) | |
| HIGHLIGHTS OF QUALIFICATIONS / PROFILE / SUMMARY: should consist of 4-6 bullet points including experience, training, technical and transferable skills and relevant information | |
| EDUCATION: should be listed in reverse chronological order (most recent first) | |
| EXPERIENCE: includes accomplishments as well as job duties and should be listed in reverse chronological order (most recent first); include volunteer work as well as paid experience | |
| EMPHASIZE RESULTS: use numbers, percentages, dollars, etc. to quantify and focus on employer's needs (see Accomplishment Statements handout) | |
| READABILITY: avoid the use of too much technical information, jargon, acronyms or abbreviations | |
| FONT: use standard fonts like Arial, Calibri or Times New Roman (or a font available on all platforms of Word); to use any font save document as PDF; no smaller than 10 point | |
| LENGTH: résumé should be either 1 or 2 pages in length (should not have large empty space) | |
| DO NOT INCLUDE: personal information (age, marital status, religion, disability, photographs) | |
| REFERENCES: do not include references (unless required by the employer); references should be on a separate document | |
| 100% ERROR FREE (make an appointment with Career Services to review and proofread your résumé) | |
| APPLICANT TRACKING SYSTEM: make sure your resume is good for ATS (check with Career Services) | |



Additional Resource: resume.com/georgebrown

St. James, 200 King Street (Room 155B), 416-415-5000 ext. 3818 sjcareercentre@georgebrown.ca
 Casa Loma, 160 Kendal Avenue (Room C317), 416-415-5000 ext. 4100 clcareercentre@georgebrown.ca
 Waterfront, 51 Dockside Drive (Student Success Hub), 416-415-5000 ext. 5301 wfcareercentre@georgebrown.ca
[GBCareers](https://gbcareers.georgebrown.ca) - view job postings and events: gbcareers.georgebrown.ca

Amber Loi

43 Daisy Lane, Toronto, ON M2B 1X9
416-415-5000 amberloi@georgebrown.ca
www.linkedin.com/in/amberloi

Dynamic, detailed and organized Human Resources Student seeks the Employment Benefits Assistant Internship with ABC Financial.

HIGHLIGHTS OF QUALIFICATIONS

- Over 2 years' experience advising new immigrants on employment and labour issues; over 3 years' experience providing superior customer service and problem-solving skills
- Proven effective communication, organizational and administrative skills gained as an Office Assistant; ability to work in a fast paced, high demand environment effectively
- Highly knowledgeable of and experienced with Canadian Labour Laws, Collective Agreements, Compensation and Benefits and the Ontario Human Rights Code
- Skilled in Microsoft Word, PowerPoint, Excel, Outlook and HR Admin platforms
- Excellent communication skills in English and Mandarin (spoken and written)

EDUCATION

Business Administration-Human Resources Diploma Program

Sept 2019-Present

George Brown College, Toronto, ON

Relevant Courses:

- Employment and Human Rights Law
- Labour Relations
- Compensation
- Managerial Accounting

EXPERIENCE

Advisor

May 2018-Present

The North Chinese Community Centre, Toronto, ON

- Counsel immigrants on labour relations (benefits), labour law (layoffs) and other employment issues; demonstrate respect for each individual and maintain strict confidentiality
- Attend to clients' needs and respond to client issues and concerns in a respectful and professional manner; problem solve issues proactively
- Liaise with internal and external community organizations in the development and implementation of new and improved immigration regulations and practices

Office Assistant

Aug 2016-May 2018

City Hall, Toronto, ON

- Provided verbal and written translation services to over 1000 residents in real time
- Entered and retrieved data using Excel spreadsheets and kept accurate records of all transactions; created detailed reports and presentations for management

Server

Jun 2015-Aug 2016

City Hall, Toronto, ON

- Provided outstanding customer service in a busy, fast-paced environment with over 250 residents per seating; ensured optimum health and safety of dining area
- Communicated effectively with patrons regarding special dietary needs
- Trained and provided leadership to 10 new employees per month