

Christopher John

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SKILLS

- Strong public speaking skills obtained through talking with customers while taking their orders and making their drinks
 - Excellent time management skills gained by effectively balancing the duties and responsibilities associated with being a Co-op Project Management Coordinator at the Ontario Ministry of Education
 - Confident teamwork skills shown by working with other partners at Starbucks to complete tasks such as taking orders, making drinks, cleaning the store and warming food
 - Proficient written communication skills gained taking meeting minutes at stakeholder meetings as the Project Management Coordinator for the University of Toronto Scarborough, Office of the Vice-Principal Academic & Dean
 - Good Microsoft Office experience gained by using Excel, Word and PowerPoint to complete various work assignments and to give presentations to employees
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EDUCATION

University of Toronto Scarborough

September 2015-November 2019

Honours Bachelors of Arts

- City Studies Co-op and Political Science
 - cGPA: 3.45/4.0
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WORK EXPERIENCE

Barista

Starbucks Canada

December 2019-Present

- Greeting customers and taking their orders in a timely and efficient manner, ensuring that at least 50+ customers are served within a 30-minute time period
- Making drinks for customers correctly and quickly while also maintaining positive connections, resulting in developing at least 3 new regular customers every week who contribute to increased store profits
- Collaboratively working in a 4-partner team environment to make sure all required tasks such as cleaning, taking orders, warming food and creating drinks are completed in a satisfactory manner
- Confidently answering any customer questions about how to use their Starbucks reward points and how to make mobile orders, leading to an overall positive customer experience and higher store revenue

Produce Team Member

January 2019- July 2019

Farm Boy

- Strictly followed Farm Boy standards regarding packaging, stocking and rotating display counters, ensuring that the produce that customers bought was always of highest quality
- Kept the work, produce storage, and store areas clean and safe at all times by performing general housekeeping tasks, leading to enhanced safety and comfort for the customer during their Farm Boy shopping experience
- Quickly addressed any customer questions about where to find certain produce and provided recommendations to customers as to what fruit/vegetables combinations were the best, resulting in higher revenue for the company

Project Management Coordinator

May 2018-August 2018

University of Toronto Scarborough, Office of the Vice-Principal Academic & Dean

- Helped to organize and facilitate the New Faculty Orientation event during the summer, leading to the event running smoothly and according to schedule
- Took and distributed meeting minutes and action items during stakeholder meetings, resulting in more retained information for stakeholders about the important parts of the meetings
- Utilized Teamwork Project Management software to organize and store information related to special projects and initiatives, contributing to more efficient tracking of the progress and eventual completion of these projects
- Assisted with various administrative tasks such as conducting environmental research scans, keeping track of excel spreadsheets and creating official office messages, resulting in co-workers being able to focus on completing other activities and initiatives

IT Architecture Assistant

September 2017-December 2017

Ontario Ministry of Education

- Took and distributed meeting minutes for various educational stakeholders, resulting in more retained information about the important aspects of the meeting and what action items needed to be completed by the stakeholders who were present
 - Created job aids, email templates and PowerPoint guides to help orient new co-op students to their work responsibilities, leading to an easier adjustment to their work terms
 - Gave a 1 hour presentation in front of fellow employees and the manager regarding a new streamlined process for reviewing and storing online educational information, resulting in a stronger understanding for employees about the new process
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