

Troy Tsai

linkedin.com/in/troytsai | troytsai.com

OBJECTIVE

Dynamic and aspiring finance professional with a robust academic foundation in business administration from the University of Western Ontario. Eager to leverage my knowledge in finance and wealth management, coupled with proven skills in customer service, problem-solving, and team collaboration, to drive financial success and client satisfaction. Committed to continuous learning and applying innovative strategies in the dynamic world of finance, aiming to contribute meaningfully to a forward-thinking financial organization.

EXPERIENCE

TD Bank | Customer Experience Associate

09/2023 – Current

- Provided legendary customer experience, providing knowledgeable assistance with banking products and services, and ensuring efficient transaction processing.
- Addressed and resolved customer inquiries and issues, employing strong problem-solving skills and a thorough understanding of bank policy.
- Worked with a team to achieve service goals, identified cross-selling opportunities, and stayed updated on banking products and services.

Outstanding International Academy | Financial Analyst

06/2023 – 07/2023

- Developed a comprehensive business plan for the implementation of a Mandarin immersion curriculum.
- Conducted extensive market research to identify the demand and feasibility of a Mandarin curriculum.
- Crafted and presented a persuasive PowerPoint presentation to communicate the business plan's highlights.

Town of Richmond Hill | Lifeguard

06/2023 – Current

- Ensured patron safety and responded to emergencies promptly, maintaining a secure aquatic environment.
- Provided exceptional customer service, addressing inquiries, assisting with public education, and promoting a positive experience.
- Maintained cleanliness and orderliness of pool deck areas, ensuring a clean and welcoming facility for patrons.

Outstanding International Academy | Graphics Designer

05/2023 – 07/2023

- Updated and managed digital content across the company's website, employing HTML for web development and user interaction.
- Implemented a digital watermark to safeguard the company's intellectual property, reinforcing the protection of digital assets.
- Amplified brand consistency and visibility by integrating the company logo across various digital platforms, reinforcing corporate identity and marketing efforts.

Lifetime Athletics | Lifeguard and Swim Instructor

06/2022 – Current

- Demonstrated a commitment to delivering extraordinary customer service by consistently exceeding expectations and ensuring a positive experience for all members.
- Collaborated effectively with team members to create a safe and welcoming environment, fostering a cohesive and supporting atmosphere.

- Developed and executed individualized lesson plans for students of diverse ages, fostering skill development, progress monitoring, and positive relationships, with students and parents.

Education

Western University | BMOS

09/2022 - Current

- **Clubs:** VP communications for Universal Financial Organization, Western Pre Law, Pre-Student Business Network, Western Investment Club.

St. Andrew's College | OSSD

09/2018 – 06/2022

- **Academic:** Enriched French Program, Advanced Placement Courses.
- **Leadership:** Head our House (Perrier), Middle School House Captain, Company Commander of 48 Highlander Cadet Corps, Captain of Varsity Golf.
- **Sports Teams:** Varsity Golf (Captain), Varsity Swimming, Junior Varsity Soccer, U16 Basketball
- **Clubs:** Model UN, DECA, Code Culture.

Skills

<ul style="list-style-type: none"> • Languages: • Software Tools: • Soft Skills: 	<ul style="list-style-type: none"> • Bilingual in English and French. • Microsoft Office, HTML, CSS, Java. • Communication, Teamwork, Problem-solving, Leadership.
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License and Certification

The Canadian Securities Institute | Canadian Securities Course

05/2023 - Current

- Completed Exam 1 of 2.
- Plan to finish exam 2 by the end of Jun 2024.

Lifesaving Society Ontario | National Lifeguard

08/2021 – Current

Canadian Red Cross | First Aid

01/2016 - Current