

# Christine Fong

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## EXPERIENCE

### Operations Manager

July 2022–May 2023

Oppi Solutions | Markham, ON

#### **Office Management and Administration:**

- Managed time and prioritized tasks by overseeing and completing office operations and projects before deadline, always taking initiative to take on new assignments.
- Monitored application submissions and added new clients to updated list of merchant accounts, including business information, owner information, and sales associate assigned to client.
- Oversaw daily shipping operations, ensured order fulfillments by receiving and logging reports, sent daily shipment status to the team, and activated new terminal shipments.
- Kept track of company expenses by organizing and filing receipts and invoices.

#### **Client Care and Technical Support:**

- Worked in tangent with the sales team and business partners to troubleshoot, as well as provide technical support and solutions, to our B2B clients' requests and customer service inquiries.
- Built good rapport and business relationships with our clients.

#### **Internal and External Communications:**

- Worked in close communication with director, office team, and sales team to ensure tasks were completed within the proper workflow and training co-workers on how to carry out office tasks.
- Participated in team meetings to brainstorm and contribute ideas to further the growth of the company and collaborate with the company director on ways to improve workplace efficiency and productivity, such as creating a company directory that outlines responsibilities, employee roles, and communications channels.
- Participated in occasional meetings with partnered companies (Bell, Fiserv, Clover, Global Payments) to discuss company operations, sales processes, and new products.
- Proactively supported the sales team and colleagues by resolving merchants' requests, as well as sent daily correspondences to Fiserv agents in order to resolve merchants' customer service inquiries, all in a timely manner.

#### **Graphic Design & Marketing:**

- Strengthened company branding by designing B2B-targeted external marketing material to advertise company, products, and services: business cards, pricing brochures, advertisement flyers, retractable banner, merchandise.
- Created graphic and visual designs for internal use: company handbook, product information sheets, training materials.
- Designed company's websites, demo sites, and e-commerce websites.
- Brainstormed and implemented marketing strategies to reach more clientele by managing social media accounts: photographed and posted content on social media to gain more following.
- Conducted research on which platforms and forums are most effective to reach our client base.

#### **Recruiting:**

- Involved in recruitment process: analyzed resumes and interviewed candidates.
- Part of decision making-process to determine which candidates were a good fit for our company.
- Reached out to qualified candidates; prepared training material for new employee onboarding.
- Ran mock interviews with the director, then fine-tuned our interview process in order to improve our recruitment efficiency and strategy.

## **Bartender & Counter Server**

November 2023–March 2024

Jeff's Bowl-O-Rama | Welland, ON

- Showed hospitality to customers and took their orders.
- Mixed, poured, and served liquor to customers of legal drinking age.
- Answered questions about menu items and gave recommendations as needed.
- Memorized the menu and familiarized myself with the point of sales system.
- Restocked beverage and snack inventory, occasionally checking if the stock was low.
- Ensured a sanitary working environment, as well as a clean dining and bowling area.

## **Kitchen Staff & Server**

December 2021–July 2022

Kinton Ramen | Markham, ON

- Quickly adapted to the face-paced restaurant workspace.
- Prepared and stocked ingredients in the proper storage and fridge/freezer units.
- Cooked main dishes and appetizers, while also handling dessert, beverages and liquor.
- Greeted and provided exceptional service to customers.
- Administered quality assurance for food and drinks before serving.
- Maintained cleanliness of the dining area, bar, and kitchen.

## **Web & Graphic Designer**

June 2019–June 2020

Flow Without Bounds Ministries | Markham, ON

- Responsible for managing the online content and external communications.
- Maintained, edited, and improved the website and collaborate with writer to update content.
- Designed and created event posters and quarterly newsletters.
- Attended meetings with the communications team to manage web and print content expectations.

## **Administrative Assistant Summer Intern**

June–July 2019

Diane McInnis Family Law | Waterloo, ON

- Completed administrative work: organized case files and documents, labelled and tabbed folders, scanned and shredded documents, packed information folders, faxed documents.

## **Game Developer Co-op Student**

September 2015–January 2016

Clipwire Games | Markham, ON

- Carried out quality assurance as a game tester for mobile game, Redshift, reporting bugs and glitches during gameplay, as well as reporting syntax errors in the code to game programmer.

## **EDUCATION**

### **University of Waterloo**

2017–2021

Bachelor of Arts | Honours Legal Studies, Sociology and Digital Arts Communication minors

### **Niagara College**

2023–2024

Advanced Diploma | Game Development

### **California Institute of the Arts**

2020

Course Certificate | Character Design for Video Games

## **CERTIFICATIONS**

### **Ontario Smart Serve Certification**

2022–Present

Presented upon completion of training in responsible alcohol beverage service for the Ontario hospitality industry. The Smart Serve training program is approved by the Alcohol and Gaming Commission of Ontario (AGCO).

## **Food Handler Certification**

2023–Present

Presented upon completion of a Food Handler Certification Course (equivalent to FoodSafe Level 1) that is recognized across Canada and accepted by all health departments.

## **SKILLS**

- Soft skills and work ethic: verbal and written communication, problem-solving, time management, proactive, fast learner, innovative
- Microsoft Office: Outlook, Teams, Word, Excel, PowerPoint
- Google Workspace: Gmail, Hangouts, Docs, Sheets
- CRM tools: Salesforce, First Data Marketplace
- Showing management systems: BrokerBay
- Adobe Creative Cloud: Photoshop, Illustrator, Acrobat, InDesign, Xd
- Website design: WordPress, Wix, SquareSpace, Ecwid
- Video & audio production: Adobe Premiere Pro, iMovie, Audacity, GarageBand
- Social media: Instagram, TikTok, X, Facebook, YouTube, Twitch, Discord
- Languages: English (native), Cantonese Chinese (proficient)

## **INTERESTS**

- Hobbies: music, baking, cooking, badminton, table tennis, biking, travelling
- Video games: Valorant, Minecraft, The Legend of Zelda, Fallout, Red Dead Redemption, Helldivers, Stardew Valley, Super Smash Bros., Overwatch, Genshin Impact