

# JESSICA GUO

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## EDUCATION

### Newcastle University

Jan 2022 – Jul 2024

*Bachelor of Arts in Architecture*

Newcastle upon Tyne, United Kingdom

- Relevant course work: project management, teamwork, and communication.

### University of Ottawa

Sep 2019 – Dec 2021

*Bachelor of Arts in Linguistics*

Ottawa, Canada

- Graduated with Honours Cum Laude, demonstrating academic dedication and excellence.
- Received a Merit Scholarship (2021).
- Learned strategies for effective communication and language acquisition, relevant for working with diverse, multilingual populations.

## EXPERIENCES

### Mandarin Tutor

Apr 2024 – now

*Brian International Education (布莱恩国际教育)*

Remote

- Managed client relationships with students and parents, providing feedback on progress.
- Coordinated with colleagues to ensure smooth distribution of work and quality outcomes.
- Developed strong communication and organizational skills through tutoring sessions and planning.

### Barista

Oct 2019 – Jun 2020

*Coco Fresh Tea & Juice*

Ottawa, Canada

- Provided exceptional customer service in a fast-paced environment, serving 100+ customers daily.
- Prepared and customized bubble tea orders with accuracy and efficiency, ensuring high customer satisfaction.
- Addressed customer inquiries and resolved complaints promptly to enhance customer experience.

## SKILLS

- **Language Proficiency:** fluent in Mandarin, English, French (B2), Thai (B1), Arabic (A1) – great for international clients.
- **Customer Service:** strong experience in client interaction, problem-solving, and service delivery.
- **Communication:** excellent written and verbal communication skills across multiple languages.
- **Technical Skills:** proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Adobe software (Photoshop, Illustrator, InDesign)