

Alvin Tse

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EDUCATION

- 2019 — 2021** **OCD, Mechanical Technician – Elevating Devices, Durham College, Whitby, Ontario**
- EDM-T Certification
 - Ontario Ministry of Labour's Working at Heights Certification
- 2015 — 2019** **B.A., Political Science, Western University, London, Ontario**
- Recipient of Western Scholarship of Distinction
- 2011 — 2015** **International Baccalaureate Diploma, OSSD, TMS School, Richmond Hill, Ontario**
- TMS Student Photographers Club, Track and Field

EMPLOYMENT EXPERIENCE

- March 2025 — Present** **Server Assistant**
Harbour 60 Toronto
- Re-opening team hire; assigned on a rotational program to work in the restaurant's Italian venue (Arianna), mixed-use event space (Estelle), and various private dining rooms
 - Worked closely with servers, back-of-house, and management to deliver attentive, personalized service aligned with Harbour Sixty's elevated hospitality standards
 - Supported daily operations through table setup and maintenance, as well as food running
 - Maintained in-depth knowledge of the menu in accordance with chefs and the food bible
- March 2024 — April 2024** **Junior Customer Care Representative**
Madison Group of Companies
- Primary contact for in-office customers and project teams who are looking for support from Customer Care; working directly with Madison's hi-rise division at Nobu Residences Toronto
 - Responding directly to customer inquiries via e-mail and phone, delegating inquiries to the right teammate or department
 - Managed customer profiles on Salesforce (resolving customer inquiries, managing deficiencies, closing out deficiencies); monitored Tarion Builder Lynx and resident portals.
 - Helped in the revision and optimization of systems design and workflows in Salesforce and Autodesk Construction Cloud (i.e. revising key customer data and dashboards in resident portals)
 - Maintained and updated multiple schedules including PDI, Pre-Occupancy and Closing
 - Preparing and conducting Pre-Occupancy and Pre-Delivery inspections on a weekly basis
- March 2022 — May 2022** **Pre-Delivery Inspection Specialist**
Tridel
- Captured and coordinated unit deficiencies following quality assurance practices on new build construction under tight project timelines
 - Managed deficiency completion prior to occupancy and processed Tarion warranty submissions and quality assurance reports as part of a weekly and monthly reporting cycle
 - Analyzed project and procurement documents including drawings, schedules, and change orders provided by partners and internal departments to identify deficient work
 - Tracked contractor progress based on approved project and budget schedules
- June 2018 — August 2018** **Dining Room Server**
Amica at Swan Lake
- Worked with seniors in a dining room setting with a person-centered approach; responsible for providing a pleasant dining experience to senior residents and guests according to health and safety standards with a keen awareness of resident needs and dietary restrictions
 - Took orders from residents and input into point of sale, set and cleared dining tables and delivered tray service as required, communicating feedback from diners to management
 - Assisted with the catering and planning of special occasions and community events

VOLUNTEER AND LEADERSHIP EXPERIENCE

January 2016 — April 2019

Creative Director, London, Ontario

Ivey Business Review

- Conceptualized and created visual graphics (infographics, isometric vectors, header imaging) and developed editorial layout for select articles using Adobe Illustrator and InDesign to support technical analysis; assisted with the art direction of the complete print and digital rebranding of the publication for the first time since its inception; fully designed the front and back cover artworks for Fall 2017 and Spring 2018 issue.
- Collaborated with student designers, authors, publishers, and editors to help realize the author's vision in forward-thinking articles to help realize the author's vision and clearly convey key insights under tight publication deadlines.

October 2015 — April 2016

Design and Technology Director, London, Ontario

Western Forex Association

- Working alongside the VP of Technology, responsible for designing online and print material to develop club brand awareness using Adobe Illustrator and generate interest from the Western community via social media
- Handled club website and blog updates; photographed events and headshots for the event gallery; edited and integrated the Forex Handbook into the website.

May 2013 — April 2016

Associate Creative Director, Markham, Ontario

Power Unit Youth Organization

- Worked alongside the Creative Director to create graphics (poster and event maps), devise promotional materials and implement merchandise for our flagship projects to the public: Night it Up!, Paint-a-Thon, and The E3 Challenge.
- Conduct and lead team meetings, provide oversight and constructive criticism on team work
- Conceptualized new project ideas (media and merchandise), directed the design of our second mascot to create a new standard for the Night it Up! brand.

2015 — Apr 2018

Co-Founder and Head Curator, Richmond Hill, Ontario

TMS Student Photographers Club

- Initiated and led curation of the inaugural school-based 'BEYOND Photography Exhibition' followed by the 'TRANSITIONS Photography Exhibition', with print auctions raising \$1250 towards our school's charity fund
- Overlooked materialization of the exhibit including logistics and budgeting for the gallery space; printing and framing costs
- Hosted multiple photography seminars, inviting professional guest-speaker photographer to help pitch our themes and spark interest in encouraging submissions
- Ongoing partnership (2015-2018) with the Richmond Hill Centre for the Performing Arts to select photographs from our exhibitions to be on rotational display as canvas print

ADDITIONAL ACCOMPLISHMENTS AND CERTIFICATIONS

- Fluent in Cantonese and elementary understanding of Mandarin; permanent residence eligibility in Hong Kong
- Active interests include film photography, running, gardening, and fine arts
- Working at Heights Training – issued October 2020
- Smart Serve Ontario Certificate – issued August 2024