

Rona Tacad

Email: tacadr22@gmail.com Phone: (204)-807-3975

PROFILE

Organized and detail-oriented Bachelor of Commerce (Honours) student with over 6 years of customer service experience and extensive volunteer work. Strong passion and interest in marketing, market research, and event coordination. Demonstrated ability to manage projects, cultivate relationships, communicate effectively, and work efficiently with deadlines.

EDUCATION / ACADEMIC ACHIEVEMENTS

- | | |
|--|-----------------------|
| <ul style="list-style-type: none">• Bachelor of Commerce (Honours) Program
Asper School of Business, University of Manitoba | 2023 – Present |
| <ul style="list-style-type: none">• High School Diploma
Fisher Branch Collegiate | 2019 - 2023 |
| Certification, Google <i>Digital Marketing</i> | 2024 |
| Recipient, <i>Class of '72 Scholarship in Management (2024)</i> | |
| Recipient, <i>Chartered Professional Accountants Scholarship (2023)</i> | |

SKILLS

- | | |
|---|---|
| <ul style="list-style-type: none">• Collaboration• Problem Solving• Written/Oral Communication• Interpersonal Skills• Active Learning• Critical Thinking | <ul style="list-style-type: none">• Cash Handling• POS System• Retail• Customer Service• Microsoft Excel• IBM SPSS |
|---|---|

WORK EXPERIENCE

- | | |
|---|---------------------|
| Sales Associate
Pandora (Outlet Collection) <ul style="list-style-type: none">• Provided personalized customer service by assisting with product selection to ensure a positive shopping experience.• Efficiently performed daily operations such as cash handling, use of POS systems, as well as store cleaning, restocking, and display maintenance.• Consistently exceeded daily sales goals and effectively built strong customer relations by sharing and listening to customer stories, relevant product showcasing, and informing customers of current sales/promotions. | 2025-Present |
| Games-Floor Host/Cashier
The Rec Room – Cineplex <ul style="list-style-type: none">• Actively engaged with guests by demonstrating customer service and hospitality to enhance guest satisfaction and overall experience.• Answered inquiries and resolved guest issues by problem-solving and troubleshooting to ensure reliable service.• Consistently kept guests informed about weekly events, using effective communication to increase guest engagement.• Effectively handled sales with accurate cash handling.• Accurately used scanners for purchases. | 2024 |
| Kitchen Helper
Minh's Restaurant <ul style="list-style-type: none">• Collaborated with co-workers, demonstrating teamwork, maximizing productivity, and effectively achieving daily goals and tasks.• Trained new workers showing leadership and communication to develop a smooth-running work system in a fast-paced environment.• Provided support in food preparation, working with minimal supervision to increase productivity. | 2018-2023 |

- Performed cleaning tasks with patience and attention to detail to maintaining a clean facility after closing hours.

VOLUNTEER EXPERIENCE

Festival Coordinator

2022 – Present

Annual Fisher Branch Filipino Heritage Festival

- Developed and executed festival activities in a creative and timely manner to enhance community engagement.
- Played Guitar for a local band to provide musical entertainment and showcased Filipino music.
- Creatively hand-crafted decorations and parade floats with the community to enhance visual appeal of the festival.
- Helped to form social media posts and posters to reach outside communities and raise money for local causes.

Soccer Coach

2021 – 2023

U15 Fisher Branch Flyers

- Created engaging training drills to promote strategic thinking, teamwork, and sportsmanship.
- Developed strong communication with players and parents, showcasing leadership to enhance community engagement.
- Prepared strategies and plans for games and tournaments, adapting to various situations to maintain a composed team.

Math/Science/ELA Tutor

2021 – 2023

Fisher Branch Collegiate

- Provided academic support to peers, adapting to different learning styles to improve academic standing.
- Peer-reviewed works of writing with attention to detail and accurate writing skills.
- Provided academic support for student athletes to maintain grades during the season.

Yearbook Photographer/Editor

2015 – 2023

Fisher Branch Collegiate

- Captured and edited photos during school events with a creative eye to showcase memorable moments.
- Created picture layouts with creativity and patience, yielding aesthetic results.
- Collaborated with a team to produce a polished book, utilizing project management as well as collaborative skills to achieve a common goal.