

Jerry Wu Yong On

Digital marketing junior with experience in creating and promoting content that resonates with audiences. Experienced in using digital tools and strategies to support marketing initiatives. A passion for continuous improvement.

EXPERIENCE

Arc'teryx, — Guest Service Representative

October 2024 – Present | Vancouver, BC

Provided exceptional guest service at Arc'teryx, assisting customers through calls and emails.

Offered product advice, addressed inquiries, and guided customers through their shopping journey to ensure a seamless experience.

Represented the brand's values, fostering a positive and professional atmosphere while consistently delivering high-quality customer interactions that encouraged satisfaction and loyalty

McArthur Trading, — Digital Marketing Coordinator

June 2024 – October 2024 | Vancouver, BC

Boosted the restaurant's digital presence by 100%.

Managed online campaigns to ensure effective outreach and engagement.

Created physical and digital content for audiences across multiple platforms.

Marking Helper AI Solutions, — Junior Product Designer Intern

April 2024 – May 2024 | Vancouver, BC

Designed Figma wireframes and prototypes for main features.

Conducted design research and participated in brainstorming sessions.

Facilitated workshops for product demonstrations and user testing.

Contributed to developing user-centered, innovative software solutions.

EDUCATION

British Columbia Institute of Technology

September 2022 – May 2024 | Vancouver, BC

Digital Design and Development Diploma

jerry.wuyong.on.work@gmail.com

Vancouver, BC

+1 (604) 313 7329

[Portfolio](#) | [Instagram](#) | [LinkedIn](#)

SKILLS

Technical Tools:

Microsoft Office Suite: Word, Excel, Teams, Powerpoint, Outlook

SalesForce Sales, Jira

Adobe Program Suites: Photoshop, Illustrator, Premiere Pro

Figma: Wireframing, Prototyping, and Design Collaboration

Social Media: Canva, Instagram, Youtube Studio

Professional Skills:

Effective Communication |

Collaboration | Market Research |

Teamwork | Time Management |

Problem-Solving | Attention to

Detail | Adaptability | Customer

Focus | Project Management |

Professional Emailing | Scheduling

Meetings

LANGUAGES

English, Hakka Chinese

REFERENCES

Available upon request