

**Sue Lopio**  
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**OBJECTIVE**

To secure a Marketing Coordinator position where I can utilize my strong sales, customer service and marketing research skills

**EDUCATION**

**Bachelor of Commerce, Marketing** DATE  
*University of British Columbia, Vancouver, BC*  
Cumulative GPA 4.2 / 4.5 index

- Consumer Marketing Project for *ABC Computers*: Researched and assessed consumer-buying trends with six-member team, analyzed market demographics, presented recommendations

**WORK EXPERIENCE**

**Customer Service Representative** DATE  
*Telus, Vancouver, BC*

- Provided customer service to 75-100 calls per hour, resolved customer complaints
- Participated in intensive Customer Service Training Programme
- Selected to participate on Customer Improvement Team, recommended how to improve customer service, created new procedures to streamline response time

**Sales Representative** DATE  
*Footlocker, Edmonton, Alberta*

- Provided excellent customer service - acknowledged by management for outstanding performance
- Exceeded sales targets by 20% and earned special bonus
- Coordinated weekly merchandising of new stock, set up displays and promotion
- Organized stock room, streamlined inventory control system

**Ride Operator** DATE  
*Theme Parks of Canada, New Westminster, BC*

- Controlled operation of roller coaster and ensured safety of passengers

**EXTRA CURRICULAR ACTIVITIES**

**Co-Coordinator of Sorority Expansion** DATE  
*Auha Social Sorority, Vancouver, BC*

- Organized recruiting events, conducted information meetings, designed inception programmes
- Coordinated with partner expansion of three new student chapters at Canadian universities

**English Language Instructor Volunteer** DATE  
*Local Educational Services, Surrey, BC*

- Designed and taught English-as-a-Second Language curriculum for recent immigrant grade school children from China, Taiwan, and Vietnam

**HONOURS AND SCHOLARSHIPS**

Dean's Honour Roll DATE  
BC Provincial Scholarship for Academic Achievement DATE  
Forestry Workers Scholarship DATE  
Valedictorian, *Nanaimo Senior Secondary School* DATE

**INTERESTS**

Magazines, Television, Hiking, Rock Climbing, Travel, Languages, Volleyball, Basketball

References available upon request