

Jay Ho

+1 778 7515163 | jayho5403@gmail.com | Vancouver, B.C.

Experience-driven individual who excels in collaborative environments and continuously grows by expanding skill sets and understanding diverse perspectives. Seeking to leverage leadership and problem-solving abilities in a business development-focused role.

EDUCATION

Simon Fraser University, Vancouver, BC

September 2021 - Present

Bachelor of Arts in Interactive arts and technology

Concentration: Design Interactions

EXPERIENCE

World Duty Free Group - Vancouver International Airport (YVR)

September 2023-July 2025

Assistant Supervisor

- Managed daily operations and scheduling for a team of 10+ associates serving thousands of international travelers per day.
- Analyzed consumer trends to support merchandising decisions and inform product direction.
- Managed opening and closing procedures, cash handling, and compliance protocols.
- Trained and supervised 10+ associates to improve service quality and workflow efficiency.

World Duty Free Group - Vancouver International Airport (YVR)

March 2023-September 2023

Sales Associate

- Delivered customer-focused service and supported clients with product recommendations.
- Maintained financial accuracy through proper cash-handling and audit practices.
- Supported inventory organization and ensured an efficient, well-presented sales floor.
- Resolved conflicts by filing incident reports and maintenance forms between administrative staff and supervisors.

Extreme Air Park, Richmond, BC

February 2023-September 2022

Floor Supervisor

- Utilized Microsoft Office to manage 100+ reservations to maintain smooth weekly operations.
- Enforced safety standards and handled customer issues professionally.
- Trained new staff and supported daily operational management.

SKILLS

Languages: Fluent in English, Cantonese, Mandarin

Skills: Operations Management, Customer Insights, Workflow Optimization, Problem Solving, Training & Leadership, Compliance Awareness, Cross-Cultural Communication, UX Thinking, Visual Communication