

# Casie Cayabyab

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## EDUCATION

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### Simon Fraser University

Bachelor of Science in Health Science | Life Sciences Concentration

Burnaby, BC

Expected Graduation: Spring 2026

## WORK EXPERIENCE

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### New Balance - Vancouver

Sales Associate

Vancouver, BC

August 2022 - Present

- Provided personalized customer service, assisting 50+ customers per shift in selecting appropriate footwear based on product knowledge and individual needs.
- Maintained up-to-date knowledge of promotions, policies, and security practices to ensure a smooth shopping experience.
- Maintained visually appealing merchandise displays to enhance store organization and sales performance.

### H&M - Metrotown

Sales Advisor

Burnaby, BC

June 2021 - September 2022

- Delivered exceptional customer service by assisting shoppers with product recommendations, styling advice, and checkout transactions.
- Maintained a well-organized and visually appealing sales floor, ensuring smooth inventory management and product accessibility.
- Processed cash and card transactions accurately, resolving customer concerns with efficiency and professionalism.

### Playland - Pacific National Exhibition

Games Attendant

Vancouver, BC

August 2017 - August 2020

- Engaged with guests to create an exciting and interactive experience, increasing participation and revenue.
- Provided friendly and energetic customer service in a high-volume amusement park setting.

## VOLUNTEER EXPERIENCE

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### Special Olympics BC

Preparation Volunteer

Vancouver, BC

July 2025

- Supported event preparation by completing logistical and organizational tasks.
- Worked collaboratively with staff and volunteers to support event readiness.

### Our Lady of Mercy Parish

Youth Leader

Burnaby, BC

February 2016 - August 2019

- Organized and led interactive youth group activities, retreats, and summer camps, serving as a leader and emcee.
- Provided mentorship and guidance to youth participants in group settings.

### Special Olympics BC

Registration Clerk

Vancouver, BC

May 2019

- Assisted individuals with varying needs in a high-traffic registration area, ensuring a smooth check-in process.
- Provided clear and compassionate communication to participants and families, to foster a welcoming environment.
- Gained experience in administrative tasks and customer service in a non-profit healthcare-adjacent setting.

## SKILLS & INTERESTS

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**Technical Skills:** Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Suite (Docs, Sheets, Slides), Canva

**Soft Skills:** Strong communication & interpersonal skills, adaptability in fast-paced environments, multitasking, attention to detail & problem-solving, teamwork & leadership

**Interests:** Healthcare administration, patient care, public health, medical office operations, community health initiatives