



# ZACHARY TEO YI WEI

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Zachary has a passion for human interaction. With over 7 years of experience in relationship management, Zachary has learned unique skills such as conflict management, negotiation, fine dining service, as well as teaching experience, both in the mainstream and special needs sectors. Zachary aims for a career where relationship management and human interactions will be an integral part of.

## Education Level

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### Charity Christian Academy - Chiang Mai, Thailand

Jan 2012 - Dec 2014

High School Diploma in

### Singapore Management University - Singapore

Aug 2019 - Dec 2023 (Expected)

Bachelor Degree in Psychology and Business Communications

## Work Experiences

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### Charity Christian Academy - Chiang Mai, Thailand

Jan 2012 - Dec 2014

Kindergarten and Early grade school teacher

Charity Christian Academy is a family-run Kindergarten-pre university home school that no longer exists as all of its previous students have now graduated.

- Taught literary skills such as phonics, reading and writing to a small class.
- Taught piano lessons and music theory to a small handful of students.
- Gave tuition to children in the subjects of English, Math, Literature, Science and Social studies

### Various F&B jobs - Singapore

Mar 2015 - May 2021

Waiter

Worked several full time and part time F&B jobs from casual to fine dining over the span of 6 years. Worked at Restaurants such as Shangri-La's Waterfall Restaurant, Outback Steakhouse, Jones the Grocer and Violet Oon.

- Learned how to operate various POS (Point of sale) and CRM (Customer relationship management) systems.
- Picked up customer service and communication skills.
- Learned how to build rapport with high value clients in fine dining.
- Learned sales skills and upselling of products

### UOB Limited - Singapore

Aug 2018 - Nov 2018

Customer Relationship Manager

- Managed customer relationships for UOB's wealth banking clients (credit cards)

### Big Hearts Student Care - Singapore

Dec 2018 - Jul 2019

Student Care Teacher

- Learned conflict and crisis management when managing relationships with childrens' parents
- Helped a number of students to significantly improve their Math, Spelling and English
- Conducted PE and Arts and Crafts workshops to teach children fine motor skills and hand-eye coordination.
- Took a class of over 30 children and during workshops and other activities the numbers went up to 65.
- Learned close communication with parents and updated them regularly on child's educational, social, and mental progress and well-being.

### SMU Gymnasium and Fitness Centre - Singapore

Apr 2021 - Present

Gym Receptionist and Safety Officer

- Oversee overall gym safety for all SMU student and staff gym users.

### Pathlight School - Singapore

Aug 2022 - Present

Youth for Autism Intern

- Supported teachers during classes
- Worked one-on-one with various children with autism on different subjects such as IT, Math, English and Gym.
- Assisted in the preparation of teaching tools and lessons.

## Skills, Achievements & Other Experience

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- **Hard Skills:** Experience with MS Tools such as Powerpoint, Outlook, and Word

- **Soft Skills:** Excellent communication skills cultivated over 5+years of work experience including but not limited to negotiation, crisis and issue management, conflict management and relationship management
- **Soft Skills:** Team Player who thrives in situations where people have to work together to achieve a common goal.
- **Interest:** A member of SMU VOIX's A Capella club from 2019-2021 as well as one of the co-managers of Cherith Baptist Church Football Club (2018-present)
- **Projects** (2019): Led the brainstorming, planning and execution of PE and Arts and Craft activities for school holidays