
Justin De Castro

#101-9620 Manchester Dr. • Burnaby, BC V3N 4R2 mrjdc6199@protonmail.com •
<https://www.linkedin.com/in/decastrore/> • 778.873.2604

Education

VANCOUVER ISLAND UNIVERSITY

Nanaimo, BC

BA In Psychology

Relevant Coursework: Extensive coursework on Business and Commerce credits

- Despite majoring in Psychology, due to extensive self-taught knowledge of Finance and business through reading various books, was waived all entry level to senior level prerequisites in order to partake in 300-400 level Business and Finance courses.
- With the combination of knowledge in Psychology, was able to implement psychological strategies in analyzing human behavior when engaging in business activities, achieving a competitive advantage in classes as well as projects.

Certifications and Licenses

- **STANDARD FIRST AID – WITH CPR-C-AED (ISSUED BY ST. JOHN AMBULANCE)**

Expiry Date: DEC 28, 2026

- COMMON SAFETY ORIENTATION CERTIFICATE
- **FALL PROTECTION (ISSUED BY CANADA SAFETY TRAINING)**
- **WHMIS (ISSUED BY CANADA SAFETY TRAINING)**
- **H2S AWARENESS (ISSUED BY CANADA SAFETY TRAINING)**

Experience

TD CANADA TRUST

Customer Experience Associate

Vancouver, BC

JUL 2024 – FEB 2025

- Facilitated client's transactions through administrative software such as Admin Apps, S3, C3 to provide efficient frontline service.
- Collected and analyzed customer feedback, implementing changes that led to a 15% improvement in service delivery within 3 months.
- Consistently delivered high-quality service to over 50 customers daily, as well as analyzing customer feedback to implement changes, resulting in consecutive LEI reports scoring 10/10, increasing Branch's LEI target of 92%, ranking competitively in the Central Vancouver region.
- Successfully identified and referred 1-2 Financial Planning candidate with >\$100K assets for FP's to convert, contributing to branch's 2024 Q4 target of investing.
- Identified and referred 1 High-Net-Worth client per month to Private Bankers, increase lead generation for Private Banking and supporting branch's efforts.

OAKWYN REALTY NORTHWEST

Sales Specialist

Burnaby, BC

JUN 2023 – JUNE 2024

- Assisted clients with real estate transactions and procedures ranging from \$600,000 - \$3M from buyers to sellers' end.
- Analyzed current market trends and devised monthly reports and updates to inform clients and the public.
- Ensuring client's needs are met by conducting extensive market research and providing educated advice to facilitate their decision towards ideal home.
- Engaged with high-net-worth clients (> \$5M Net worth) and discussed optimal solutions in regard to client's needs and wants.

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IMAGO LEARNING AND BEHAVIOUR SERVICES INC.

Behavioral Interventionist

Burnaby, BC
SEP 2023 – OCT 2023

- Implemented crisis intervention techniques that reduced incidents of self-injurious and aggressive behaviors by 50% within three months.
- Conducted detailed assessments and data analysis to monitor progress and adjust strategies, achieving a 25% reduction in negative behaviors and a 20% increase in positive behaviors across assigned cases.
- Collaborated with a multidisciplinary team, including parents, teachers, and therapists, to ensure consistent application of behavior intervention plans, leading to a 15% increase in family and school engagement.

CHINA SAIL RESTAURANT Prince George, BC

Head Server & Food Packer

SEPT 2018 – APR 2019

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Achieved monthly sales goals of \$15,000 a month, and exceeding 5% of monthly target, by using successful persuasive sales strategies to promote specials, desserts, and alcoholic beverages.
- Kept server areas clean with front team, as well as keeping inventory stocked during service hours to increase efficiency while working tables.
- Greeted new customers, discussed specials, took drink orders, and built immediate positive connections with guests.

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Skills & Interests

Skills:

- **Analytical Skills:**
Developed from self-trading securities and other investments when assessing market charts. Combining strategies such as Fibonacci retracements as well as daily/weekly/monthly moving averages to assess market conditions.
- **Problem-Solving**
Acquired competence in continuous progression, always seeking solutions, through playing competitive chess. Achieved a 1550 ELO rating in chess, which is placed approximately at 80% percentile of players.
- **Leadership roles**
Learned from taking on the captain role in varsity Basketball in Secondary School.
Team represented Nike Hong Kong in National Basketball Tournament 2016-2017
Placing 8th, in Nike's Final 8 bracket, out of 32 teams nationally.
- Proficient in Microsoft Office/CRM software technologies.

Language: Native in English and Cantonese. Full professional proficiency in Mandarin and Tagalog.

Interests:

- **Reading:** High interest in self-improvement and finance books to improve personal and career growth
- **Travelling:** Visited 5 countries and plan to visit more in the years to come to gain cultural perspective
- **Finance:** High interest in investments in the different asset classes.
- **Fitness:** Engaged in fitness training 4-5 times a week as well as grappling to gain mental toughness, as well as learn de-escalation techniques for conflict management.