

# KOREY B. LUU

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## SUMMARY

I am currently learning object oriented programming and C++ with plans to transfer to a 4- year university. I am a motivated and passionate individual currently seeking to broaden his scope in IT and customer service. With many years in the customer service industry, I have gained many leadership and team management skills. These skills have allowed me to understand how to assist with clients' needs and be a good leader. I hope to use these skills to further company progress in the future.

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## EDUCATION

### Saddleback Community College

**Expected Graduation Date: June 2022**

- ❖ Bachelor of Science in Computer Science

### Skills

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| ❖ Java: Object-Oriented Programming | ❖ Microsoft Excel  | ❖ Adobe Photoshop    |
| ❖ C++                               | ❖ Microsoft Office | ❖ Adobe Premiere Pro |

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## EXPERIENCE

### Ding Tea Mission Viejo

**September 2018 – June 2020**

*Shift Lead*

Mission Viejo, CA

- ❖ Served as a liaison between management & non-management team members by communicating tasks to team members.
- ❖ Reported disciplinary issues and customer service complaints to management and dealt with any concerns customers had.
- ❖ Maintained inventories by replenishing tea leaves supply, preparing tapioca pearls, resupplying cups, straws, etc.
- ❖ Assisted in creating a shift schedule and monitored team performance to ensure that duties are performed efficiently.
- ❖ Enhanced the shop's reputation by greeting customers, educating customers on tea drinks, and preparing drinks properly.
- ❖ Opened and closed registers by accounting for the daily intake and recording the revenues and expenses per day.

### Surfin Donuts

**December 2014 – March 2019**

*Manager/ Server*

Mission Viejo, CA

- ❖ Established optimal guest experience by seating guests, taking orders, serving dishes, and removing dishwares from tables.
- ❖ Managed orders and accompanying financial transactions using the digital Point of Sale system within the organization.
- ❖ Assisted colleagues and management team during rush hours and promoted teamwork while providing exceptional service.
- ❖ Identified and analyzed business issues and proposed solutions to management to enhance the increase of net profit.
- ❖ Responsible for the hiring and on-boarding process that included but not limited to interviewing and training of staff.
- ❖ Guaranteed accurate records and sufficient supplies by conducting weekly inventories of food, beverages, and materials.

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## VOLUNTEER COMMITMENTS

### Boys & Girls Club

**March 2020 - December 2020**

*Coach/Front Desk Receptionist*

San Juan, CA

- ❖ Coached an inter-league children's basketball team of 6+ on the rules, teamwork, and techniques needed for basketball.
- ❖ Evaluated and identified the players strengths and weaknesses to position them in a team and optimize performance.
- ❖ Supervised the children during their break time off from basketball and ensured safety and discipline when needed.
- ❖ Greeted and welcomed the children and parents by providing a great first impression and answering any questions.
- ❖ Collaborated with other coaches and staff with the sports equipment and planned meetings to create activities for students.