

Benny Chen

Professional Summary

Committed and hardworking student with 4 years of experience processing transactions and assisting customers. Dedicated to resolving issues, answering customer questions and ringing up customers, also having adept leadership and communication skills. Studied in both software and hardware to have skills in both to easily deduce a problem and efficiently solve it.

Work History

Wei Mei Chinese Restaurant - Cashier/Waiter/Website Manager
Hartford, CT

10/2015 - Current

Has handled cash and credit transactions with accuracy. Has handled checkout and return transactions and calmly handles customer queries/issues. Have trained many other new hires and handled creation of restaurant website.

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Kept drawers accurate, current and secure by checking bills for counterfeit markers, storing large bills and keeping adequate change.
- Operated cash register for cash, check and credit card transactions with 100% accuracy.
- Mentored new team members on registers, meeting customer needs, maximizing group performance and maintaining high satisfaction with customers.

William H. Hall High School - Link Crew Leader And Tutor
West Hartford, CT

10/2016 - Current

Working with children in middle school have a steady and healthy transition into high school. Has oversaw many in studying and understanding material from any class.

- Planned lessons to strengthen weak subjects and build skills on stronger ones.
- Facilitated group sessions and provided one-on-one support.
- Planned and implemented classroom instructional program.
- Assisted in developing student-led after-school tutoring program to teach under-privileged students.
- Collaborated with a team to develop tutorial program for students in need of extra help.

bennychen1122@gmail.com

(860) 986-8655

36 Old Meadow Rd, West Hartford, CT
06117

Skills

- Team collaboration and leadership
- Academic support
- Payment processing
- Credit card processing
- Customer assistance
- Refunds and exchanges
- Cash handling
- Technical analysis
- Desktop and laptop installations
- Hardware and software installation
- Comptia A+ Certification Class
- Technical support
- Java
- C++
- Operating Systems
- Staff education and training
- Technological instruction

Education

2020

Hall High School

West Hartford, CT

High School Diploma

Currently pursuing a major in Computer Science Engineering.

- Member of the National Academy of Future Scientists and Technologists
- Member of the Torch & Laurel Honor Society
- Elected Captain of the Hall Robotics Team
- Member of Programming Club

