

Jae
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ABOUT ME

Aspiring customer service specialist possessing a high school diploma. Strong communication and interpersonal skills with a focus on active listening and emotional intelligence. Passionate about helping people by finding creative and fast solutions. Showing excellency in conflict resolution and posses strong problem resolution skills.

EDUCATION

California State University of Fullerton

John Marshall High School

CompTIA A+ Certified



EXPERIENCE

2015 VIDEO BOX

Cashier

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations. Operating scanners, scales, cash registers, and other electronics.

2016-2020 Noah's New York Bagels

Assistant Manager

Hired as a team member and quickly rose through the ranks to the assistant manager with an offer to take the general manager role

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations. Operating scanners, scales, cash registers, and other electronics.
- Supervised team members of up to 10 employees.
- Ensured customer satisfaction through training employees properly and adhering to company policy
- Respond quickly and efficiently to customer complaints
- Led team to operate business efficiently.
- Managed time constraints and made decisions that improved the store.
- Record inventory usage and reorder supplies as needed
- Instruct employees in appropriately handling different types of situations.
- Assist manager in hiring, supervising, and operating procedures
- Resolve conflicts
- Fixed numerous electronic appliances throughout the store

CONTACT



(213)-258-0657



jaean12387@gmail.com



Los Angeles, California

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2020

L.A. Iphone Repair

Volunteered at a locations that repaired electronics
mainly focusing on iPhones

SKILLS

- Problem Resolution
- Communications
- Customer service
- Management
- Bilingual
- CompTIA A+ certified
- Adaptive
- Computer Software and Application Knowledge
- Negotiation
- Critical Thinking
- Fluent in both English and Korean

CAREER HIGHLIGHTS

- De-escalated a situation with a belligerent customer
- Used innovative and creative solutions to solve a time constraint issue with minimal resources
- Applied knowledge I've obtained through the CompTIA A+ subject to repair various electronic devices such as computers, printers, and network issues.
- Applied interpersonal skills to enhance teamwork with coworkers
- Successfully negotiated with the corporate office to give additional benefits to the store.
- Created friendly relationship with customers to increase sales and have a steady revenue through continued patronage

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