

---

# HYUNSUN SHIN

East York, ON M4C 4P4 | 647 – 561 - 5619 | onewhannah@gmail.com

---

## Summary

To be a part of company that indulges professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills. Positive, upbeat worker brings more than 10 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

---

## Skills

- Leadership experiences and organization skills
- Responsible for all the tasks assigned
- Professional business approach
- Client relationship management
- Attention to details
- Microsoft Office expertise including Word, Excel, and Power Point
- Google Workspace including Google Docs, Google Sheets, Google Slides and Google Drive
- Facebook advertising and video production
- Proficient with Social media posting and commenting

---

## Experience

**CUSTOMER SERVICE TEAM LEADER** | 09/2019 to Current

**H-Mart - Toronto, ON**

- Managed daily till opening and closing procedures.
- Scheduled employee shifts and delegate workload.
- Trained new cashiers in motivating and mentoring.
- Set attainable daily, weekly and monthly goals and game plans.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.

**HARDWARE SALES REPRESENTATIVE** | 09/2019 to Current

**H-Mart - Toronto, ON**

- Key contributor to best practice development to improve sales performance.
- Achieved an average of 200% improvement in sales for three consecutive months.
- Assessed client needs based on current objectives, supply and demand, and seasonable variables.
- Developed strategies and orchestrates company resources to maximize sales volume and profit goals within assigned accounts.
- Reviewed sales performance and generate key reports for monthly.
- Maximized sales potential by training new members in improved sales strategies.

## **SALES REPRESENTATIVE | 10/2018 to 03/2019**

### **UNIQLO - KOREA**

- Presented, promoted and sold products and services using solid arguments to existing and prospective customers.
- Performed thorough market research and competitive analysis to understand and effectively communicate product value proposition.
- Contributed as a leader of Jean Sales campaign with creative ideas.
- Managed alteration process and Maintained sewing machines as a leader of the tailors in the store.
- Created and implemented store displays, promoting sales and growth.

## **COUNTER HELP, LINE COOK | 05/2017 to 01/2018**

### **Extreme Pita - Toronto, ON**

- Followed proper food handling methods and maintained correct temperature of food products resulting in consistently high scores on health inspections.
- Kept stations stocked and ready for use to maximize productivity.
- Restocked all food items throughout shift to guarantee cooks had all necessary ingredients needed for service.
- Answered questions regarding menu items, assisting customers in making selections.

## **CUSTOMER SERVICE REPRESENTATIVE | 02/2012 to 02/2013**

### **Dongbu Insurance Co. - Korea**

- Provided appropriate information in response to customer inquiries.
- Arranged appointments for engineers to attend premises and make repairs.
- Answered 60+ inbound calls per day and directed to designated individuals or departments.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Documented conversations with customers to track requests, problems and solutions.

---

## **Education and Training**

### **Centennial College Of Applied Arts And Technology - Scarborough, ON | Diploma**

Software Engineering, 2021

### **CHONBUK NATIONAL UNIVERSITY - KOREA | Degree**

Journalism and Broadcasting, 02/2017

---

## **Activities and Honors**

- Two years of teaching and managing experience as a volunteer at the senior community school.
- Camp counselor at the media learning camp for children.
- Organized community fund-raising events for senior students.

*References: available upon request*