

LILIA KOROL

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EDUCATION

Sheridan College

Sep '21 – Present

Advanced Diploma - Software Development and Network Engineering

Relevant courses: Enterprise Java, Database Design, Computer & Network Security

EXPERIENCE

Supervisor

Jun '22 – Present

Tim Hortons | Oakville

- Proactively engaged with customers to understand their needs and exceed their expectations, resulting in a 99.3% guest satisfaction rating over a 3-month period, as reported by customer surveys, demonstrating a strong commitment to customer service and driving repeat business
- Collaborated with other team members to ensure a smooth operation of the store during peak hours, resulting in a 15% increase in customer satisfaction
- Completed daily recovery tasks to keep areas clean and neat, and helped with purchases and signing customers up for rewards program
- Recognized as Employee of the Month twice for outstanding performance, demonstrating a strong work ethic, ability to exceed expectations, and commitment to customer service

Barista

May '22 – Aug '22

Real Fruit Bubble Tea

- Proactively assisted customers in finding products, providing expert advice and answering any questions, resulting in increased customer satisfaction and repeat business
- Demonstrated an exceptional level of product knowledge, having memorized over 30 different types of drinks, and consistently completed 50-100 orders per day with a high level of accuracy and speed
- Continuously upheld a high standard of cleanliness and professionalism, ensuring a safe and inviting workspace, which contributed to positive customer experience and a professional image
- Demonstrated expertise in handling cash and credit card payments, issuing receipts and providing accurate change, resulting in efficient and smooth transactions for customers

SKILLS

- Familiar with Java and SQL, with experience in Spring Boot framework and web development technologies including HTML, CSS, and PHP
- Participated in group projects that utilized agile development methodologies and software design principles
- Detail-oriented and thrive in fast-paced environments, with the ability to handle multiple tasks efficiently and effectively
- Strong problem-solving and analytical skills, with the ability to troubleshoot and resolve technical issues