# WILLIAM MOON

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## Skills

| | | | | |
|---|---|---|---|---|
| • React | • JavaScript | • Node JS | • Python | • PostgreSQL |
| • CSS | • Heroku | • HTML | • Postman | • Github |

## Experience

**Customer Service Representative,** Bonchon                    02/2020 – Present | San Diego, CA

- Aid management to implement changes in accordance to state guidelines to protect the wellbeing and safety of customers and team members in a time sensitive manner
- Facilitate to-go orders on various platforms such as Uber Eats,, Grubhub, and Postmates and accurately process and coordinate deliveries and sales
- Engaged with customers to provide accurate information on food products and orders

**Floor Supervisor,** Copa Vida                    01/2019 – 12/2019 | Carmel Valley, CA

- Collaborated with management to develop strategies to achieve operational goals on a biweekly basis
- Retained 100% of employees through consistent hands-on leadership and coaching methods in group and one-on-one settings
- Assessed sale reports to enhance and boost sales performance; supported inventory oversight; tracked emerging trends in the coffee industry

**Administrative Assistant/Bartender**, Steins Beer Garden        06/2015 – 09/2018 | Mountain View, CA

- Coached 20 employees on proper administrative procedures, company policies, and performance standards; supported management to meet standard operating processes and procedures
- Coordinated bookkeeping activities such as invoicing and accounts payable with QuickBooks and Lawson
- Managed bar inventory, restocked supplies as necessary, and placed orders for various products

**Lead Barista**, Café Central                    12/2014 – 07/2015 | Cupertino, CA

- Developed and implemented training sessions for all new baristas to ensure quality and efficiency
- Fostered and maintained a welcoming environment for both customers and team members

**Shift Lead**, Paris Baguette                    10/2010 – 03/2014 | Palo Alto, CA

- Monitored employees' performance and delegated various tasks in a timely manner as appropriate
- Operated as a liaison between management and team members to promote compliance and efficiency

## Education

Lambda School
*Web Development*