

AYUMU OKUMURA

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SKILL SUMMARY

- **Problem-solving:** Strong analytical thinking with the ability to recognize problems and propose effective solutions.
- **Collaboration:** Strong team player with six years of experience in fast-paced, team-oriented environments.
- **Motivated Learner:** Eager to gain new skills, adapt to new technologies, and apply knowledge in practical settings.
- **Database Management:** SQL, MySQL, MS Access.
- **Programming Skills:** Python, C++, C#, Java, JavaScript basics.
- **Language:** English, Japanese (Native).

WORK EXPERIENCE

Tim Hortons | Lethbridge, AB

Food Service Attendant

July 2019 - Aug 2020; May 2024 - Present

- Greeted customers and took orders, ensuring friendly and heartfelt guest service.
- Prepared quality products while ensuring all standards for quality and customer satisfaction.
- Collaborated with other employees to make an effective workflow.
- Operated the drive-through window and served over 100 customers hourly with accuracy and efficiency.

Food Service Supervisor

Aug 2020 – May 2024

- Led a team of six people by example and instructed others.
- Performed weekly check and maintenance on beverage equipment to ensure best performance.
- Dealt with problematic customers, ensured fixing problems right away and prevented the same problem from happening to other customers.

VOLUNTEER EXPERIENCE

Bunka Hashi festival | Lethbridge, AB

Sept 2019

Nikka Yuko Japanese Garden | Lethbridge, AB

Nov 2018 – Feb 2019

Mountain View | Blairmore, AB

Oct 2017 – Mar 2018

Education

Lethbridge Polytechnic, Lethbridge, AB

Computer Information Technology Diploma

Expected April 2026

General Studies Diploma

April 2019