

Seungyeon Chang

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EDUCATION

01/2018-
Expected 2024 Bachelor of Business and Technology in Computer Information Science,
Florence, AL, *University of North Alabama*

EXPERIENCE

08/2021-
05/2023 **International Culture Ambassador (Navigator)**

- Orchestrated cross-cultural events to facilitate meaningful interactions between international and American students.
- Provided vital assistance to incoming international students, aiding in their seamless transition to dormitory life.
- Facilitated airport pickups for arriving students, ensuring a welcoming and smooth start to their academic journey.

05/2022 –
08/2022 **BALAAAN Customer Service Center**

- Managed incoming calls from both customers and company representatives, addressing inquiries and concerns professionally.
- Nurtured relationships with partner companies and clients, providing attentive care and fostering positive interactions.
- Demonstrated adeptness in handling diverse situations, showcasing adaptability and problem-solving skills.

11/2020 –
06/2021 **Hyundai Capital**

- Proficiently translated documents between English and Korean, ensuring accurate and effective communication.
- Skillfully assisted in a variety of tasks, contributing to the overall efficiency and productivity of the workplace.

SKILLS

- **Programming Languages:** Python, Java.
- **Web Development:** HTML
- **Database:** SQL
- **Tools and Frameworks:** Linux
- **MS Office Applications:** Word, Excel, PowerPoint, Outlook, Microsoft Teams, OneDrive
- **Languages:** Korean and English