Sujin Kim

Facilitator

PROFILE

As a facilitator,
I foster a learning environment for the customers by connecting their interests to the Apple ecosystem.
Through Apple-Led sessions and special events, I use my knowledge and interpersonal skills to encourage the customers to bring their creativity to life.

CONTACT

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Incheon, Republic of Korea

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WORK EXPERIENCE

Creative Pro
@ Apple Inc., Seoul

November 2018 - Present

- Serve as the ambassador of Apple's passions, products, and services to your peers by supporting learning opportunities and mentorship.
- Understand the challenges of being new to technology and show sensitivity to each customer's level of technical proficiency.
- Use storytelling to illustrate how a personal interest or hobby can be brought to life using Apple technology.
- Maintain knowledge of new products, technologies, and trends to facilitate relevant workshops and activities.
- Identify what excites our customers and what they care about in the local community, and connect them to relevant programming and activities in the store.
- Promote and plan workshops effectively to maximize attendance and engagement for ongoing services and products.
- Seek, analyze, interpret, and act on feedback from peers and the customer Net Promoter Score (NPS) to improve the Apple Store experience.
- Generate excitement, engagement, and enthusiasm among customers through activities, workshops, and events.

UI Designer
@ NP, Seoul

January 2018 - February 2018

- The company NP is one of the independent Korean Websites.
- Created a new data structure for online shopping page.
- Designed the whole processing system on shopping page.
- Used with Axure

Graphic Designer
@ Grand Supercenter Inc. (DBA HMart), New Jersey

August 2016 - August 2017

- Responsible for creating all the flyers and leaflets
- for all the branches of H Mart around the United States.
- Created all promotional posters for new products.

Receptionist/Study Coordinator
@ Principle School of English, Seoul

February 2015 - May 2016

- Tested, counseled and consulted new students upon their joining for the English academy and improve their English.
- Managed and guided the students to study and speak English more proficiently.

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SKILLS

iWORKS

ADOBE PHOTOSHOP

ADOBE ILLUSTRATOR

UX/UI DESIGN

JAVA

HTML/CSS

JAVASCRIPT

SwiftUI

EDUCATION

Digital Media
@ Ajou University
March 2010 - February 2018

Studied all major computer programming languages, logic, design methodologies primarily using basic design and Adobe Creative Suits.

EXTRACURRICULAR ACTIVITIES

Programming Teacher
@ Samsung Junior Software Academy
September 2013 - December 2013

- Helped teenagers to create games using the tool 'Scratch' produced by M.I.T.
- Planned the majority of the activities and educational curriculums.

Java Language Training
@ Korea Software Tech. Association
August 2012 - December 2012

- Learned how to use Java Language to make an entire website from nothing.
- Learned how to create well-designed web pages using advanced HTML/CSS

School Reporter
@ Ajou University Press
March 2010 - June 2012

- Found, researched and wrote about an extended range of subjects as a school reporter.
- Interviewed various students during my time there.
- Wrote and edited many exploratory articles and other various topics, including being responsible for taking any and all photos related there-within.

LANGUAGES

KOREAN
MOTHER LANGUAGE

ENGLISH
SECOND LANGUAGE
Intermediate High @ OPIc (Oral Proficiency Interview - Computer) by ACTFL(American Council on the Teaching of Foreign Languages)