

## Channa Hem

[hemchanna@go.byuh.edu](mailto:hemchanna@go.byuh.edu) | <https://www.linkedin.com/in/channa-hem/>

### Education

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#### Brigham Young University – Hawaii

July 2026

B.S. Hospitality and Tourism Management

Laie, HI

- Minor: Health and Human Performance
- Minor: Communication, Media, and Culture

### Work Experiences

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#### Property Service Specialist

Sept 2024 – Present

*Brigham Young University-Hawaii*

Laie, HI

- Performed and coordinated with a team of 10 property specialists for email correspondence, recording work documentation, and daily apartment inspections to ensure enforcement of housing agreement rules and policies
- Participated in weekly training in problem solving, housing policy updates, and feedback with housing leadership and 20 property specialists covering married and single housing

#### Single Student Housing Resident Advisor/Mentor

Oct 2023 – Sept 2024

*Brigham Young University-Hawaii*

Laie, HI

- Enforced and monitored over 100 student residents in a team of 4 according to housing rules, regulations, and ensuring safety and security of dormitories
- Collaborated in teamwork meetings and organizing dormitory programs and activities in a team of 4 weekly

#### Gateway Buffet Server and Greeter

Sept 2022 – Oct 2023

*Polynesian Cultural Center*

Laie, HI

- Served and welcomed over 800 guests daily in a team of 40 servers to maintain and enhance customer satisfaction through personable and enjoyable dining choices
- Collaborated in a team of 40 servers monthly to receive problem resolution training and receive feedback of customer satisfaction and improvement which helped increase customer attraction to Gateway buffet by  $\pm 10\%$

#### Cambodia Mission Office Personal Assistant

Jul 2021 – Jul 2022

*The Church of Jesus Christ of Latter-day Saints*

Phnom Penh, Cambodia

- Provided translation services for church missionary leadership daily for various leadership and church meetings to ensure effective communication
- Advised and organized with church leadership on various missionary tasks daily including missionary activities, events, and providing homecare for kids of church leadership

#### Assistant Teacher

Jul 2020 – Dec 2020

*Achiever & SHINE Children, Business, and Language International Schools*

Phnom Penh, Cambodia

- Created interactive approaches to make learning enjoyable for average 50 kids daily and improved the quality of learning experiences and fostering positive interactions in the classroom
- Assisted teachers in various tasks daily including ensuring the wellbeing and safety of on average 50 students

### References

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- **Melania Tulele:** [Melania.Nawatu@byuh.edu](mailto:Melania.Nawatu@byuh.edu) (Resident Advisor Supervisor)
- **Hannah Biesinger:** [Hannah.Biesinger@byuh.edu](mailto:Hannah.Biesinger@byuh.edu) (Housing Operations Manager)