

C h r i s t y C h u n g

Contact



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Rockville, MD



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About Me

Self-motivated and hard-working information technology undergraduate with a strong background in customer service. Created and improved Excel sheets. Highly organized and detail oriented, able to multitask and prioritize work. Able to work independently and with the team.

Education	Bachelor of Science, Information Technology	(Expected Graduation)
	University of Maryland, Baltimore County — Rockville, MD	Spring 2022
	Associate of Arts, Computer Science and Technologies	
	Montgomery College — Rockville, MD	Fall 2020
Skills	Computer Languages • C, C++, Python, Java	
Work Experience	Philz Coffee — Barista	Bethesda, MD
	<i>December 2018 — July 2020</i> <ul style="list-style-type: none">• Created signage for new and innovated drinks• Managed social media account for store	
	Total Wine & More — Customer Service Senior Specialist	Rockville, MD
	<i>January 2018 — October 2018</i> <ul style="list-style-type: none">• Partnered with other internal teams to gather information for customers and projects• Supported store teams via phone and email on web orders and guest relations• Built relationships with customers to identify and resolve issues on the first interactions• Collaborated with customers to identify products and quantities that will make their events a successful event• Created an Excel sheet for customers who had large party orders with discounts implemented into the sheet• Provided an organized and timely follow-up with customers who required more information• Effectively used internal tools and programs to manage a productive workflow	
	Banana Republic — Keyholder & Operations Lead	Atlanta, GA
	<i>October 2014 — January 2018</i> <ul style="list-style-type: none">• Processed and tracked monthly alterations expense reports• Generated reports to improve data integrity, electronics tracking, and assisting in inventory count in Excel• Ensured all new hires went through appropriate onboarding and New Hire Orientation classes• Supported a team to improve customer service, increase sales, and protect company assets• Ensured proper store procedures and policies were adhered to consistently• Completed monthly Store Compliance Audits to ensure store was executing regulatory, legal, and compliance control activities at passing levels• Supervised merchandise handling activities and other operational functions to ensure accuracy and compliance with company procedures• Processed electronic customer orders of products and ensured orders were fulfilled timely and accurately	
Activities	Women in Engineering, Science, and Technology Active Member	Fall 2019 — Present
	FORTUNE's Most Powerful Women Summit	October 22, 2019