Amanda Lu

518 Ferrera Lane

Richland, WA 99352

(509) 713-9187 **|** amandalu99@gmail.com

**Education**

**Washington State University,** *Pullman, WA* Graduated December, 2022

Bachelors in International Business August 2018 - Present

**Yonsei University,** *Seoul, South Korea*

Study Abroad Program - Bachelors in International Business February 2022 - July 2022

**Employment History**

**Shiki Sushi and Grill -** Waitress March 2021 - February 2022

*Richland, Washington*

• Occasionally served 15+ tables alone in a shift

• Catered to the needs of customers and problem solved in a timely manner

• Solved technical issues with the ordering kiosk

• Able to multitask by answering phone calls, taking online orders, and correctly bag pickup orders

• Trained 4 incoming employees at the same time

• Willingly picked up extra shifts and worked over time while keeping a positive attitude

**Nikko Sushi and Steak -** HostessJune 2019 - December 2019

*Pasco, Washington*

• Greeted customers warmly as they came in

• Managed phone calls, pickup orders, and online orders

• Resolved customer complaints and issues

• Able to solve issues with orders by calmly listening and offering alternatives

• Efficient and orderly during rush hour

• Assisted in closing the restaurant

**Kitchen Cabinets and Granite -** Kitchen Designer June 2019 - November 2019 *Richland, Washington*

• Memorized 100+ different cabinet styles and designs

• Took measurements of houses under construction

• Designed different varieties of kitchens and bathrooms using

• Mastered the 2020 Design Live software within a couple days

• Offered clients recommendations for their designs

• Worked long strenuous hours in front of a computer

**Hollister Co. -** Brand Representative August 2017 – December 2017 *Kennewick, Washington*

• Greeted customers as they walk in and offered assistance

• Respond to customers' issues and complaints in a friendly and timely manner • Maintained a clean and organized inventory of products

• Successfully able to use technology to aid customers

**Language Skills**

**Mandarin, Chinese** - Intermediate

**Fujianese, Chinese** - Intermediate