

SKILLS

| | | |
|--|--|--|
| <ul style="list-style-type: none">• Leader & Team Management• Digital Communication & Verbal Fluency• Sales Experience | <ul style="list-style-type: none">• Website Building (Wix) & Online Content• Cash Handling & Financial Reporting• Customer Service | <ul style="list-style-type: none">• Email Marketing• English• Tagalog• (Proficient) Spanish |
|--|--|--|

WORK EXPERIENCE

| | |
|-------------------|---|
| 08/2024 - Present | <p>Lead Supervisor (18 years old), Tpumps, Pasadena/Monrovia, CA</p> <ul style="list-style-type: none">• Supervise daily operations and manage a high-performing team, consistently delivering top-tier customer experiences in a fast-paced, high-volume environment• Oversee cash handling, including daily cash reports and reconciliation, ensuring 100% financial accuracy• Coordinate catering orders and generate detailed reporting for large-scale events and clients• Lead conflict resolution efforts, effectively de-escalating customer issues while maintaining brand integrity• Facilitate transparent and proactive communication across team members and management, aligning operations with business goals• Balance multiple responsibilities while working 20–32 hours per week, totaling over 800 hours of service |
| 06/2023 - 07/2024 | <p>Private Swim Instructor, San Marino, CA</p> <ul style="list-style-type: none">• Provided individualized instruction to children aged 2–8, fostering skill development and water safety• Maintained consistent communication with parents to track progress and encourage engagement• Built strong rapport with students, cultivating trust and motivation in learning |
| 01/2024- Present | <p>Founder, Start-Up Second Hand Clothing Business, San Gabriel, CA</p> <ul style="list-style-type: none">• Built and branded a sustainable fashion initiative focused on secondhand donations and eco-conscious clothing practices• Designed marketing flyers and digital communications to promote and push donations• Strengthened outreach partnerships and oversaw donation inventory |

06/2022 - 08/2022

Volunteer, Holy Cross Hospice– Pasadena, CA

- **Created** and maintained a **website** for the organization using **Wix** to improve community outreach and visibility
- **Assisted** in preparing and organizing internal communications to support hospice operations
- **Welcomed visitors** and **patients**, improving the guest experience through professional, empathetic service
- **Collaborated** with **care staff** and **nurses** to ensure efficiency in patient interaction and treatment support
- **Practiced** and **refined communication** across generations and sensitive environments, directly strengthening interpersonal and organizational communication skills

PROFESSIONAL REFERENCES

Diem Hoang, **Manager** - Tpumps

hr@tpumps.com - (323) - 351 - 7595

Christopher Kanotz, **Coordinator** - Water-Slide House LA

Contact - CKanotz@gmail.com - (717)-931-8328

EDUCATION

08/2024 - Present **Pasadena City College** , Economics for Transfer

08/2020 - 06/2024 **High School Diploma** , Gabrielino High School, San Gabriel, CA