

Wesley (Cora) Kunda

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SUMMARY

I have a strong background in customer service, sales, and food service, consistently exceeding targets and helping improve team performance through training and leadership. My experience includes troubleshooting technology, managing transactions, and ensuring food safety, showcasing both my technical and operational skills. Additionally, my volunteer work in refurbishing computers reflects my dedication to community service and technical expertise.

WORK EXPERIENCE

Jimmy John's: Shift Manager: Chicago, IL: Aug 2021 - Dec 2024

- Achieved sales targets consistently, exceeding monthly quotas by 20%.
- Attended seasonal food safety training sessions to stay current on product developments and safe culinary practices.
- Attracted, trained, and supported staff
- Coordinated cleaning and sanitization of kitchen and customer facing surfaces
- Prepped and produced made to order food daily

Micro Center: Store Associate: Indianapolis, IN: Oct 2020 - Jul 2021

- Handled an average of 50 customer queries daily, resolving issues promptly and efficiently.
- Recognized as Employee of the Month for exceptional customer satisfaction ratings.
- Obtained CompTIA Security+
- Trained new staff in customer service protocols, improving team performance.

Reuse Computers: Retail and Repair Technician: Carmel, IN: Jan 2019 - Feb 2020

- Developed a rapport with repeat customers, leading to increased loyalty and sales.
- Responded to customer complaints with professionalism, achieving a positive resolution rate of 95%.
- Managed customer transactions using Square POS daily.
- Coordinated with suppliers for timely replenishment of high-demand items.
- Obtained Comp TIA A+

Woody's Library Restaurant: Food Expo and Line Cook: Carmel, IN: Mar 2018 - Jan 2019

- Set up and stocked stations with all necessary supplies
- Prepared food for service (e.g. chopping vegetables, butchering meat, and preparing sauces)
- Cooked menu items in cooperation with the rest of the kitchen staff
- Delivered food orders from the kitchen to customers' tables rapidly and accurately
- Communicated food orders to chefs, paying attention to priorities and allergies

SKILLS & INTERESTS

- Skills: troubleshooting, client communication, IT, event management, electronics and circuitry
- Interests: horror movies, live music, vintage video games, hiking, reading

EDUCATION

Carmel High School: Carmel, IN: Aug 2015 - Dec 2018

- Core 40 with Technical honors diploma specializing in engineering and manufacturing
- Vice President of school's Computer Building Club
- Student Teacher of Computer Tech Support for 3 years

VOLUNTEERING

Computers with Causes: Indianapolis, IN: 2018-2021

- refurbishing and recycling computer components for redistribution to local community members in need