

Experience



Chelsea
Pham

Contact

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About Me

Motivated and adaptable hospitality professional with extensive customer-service experience in fast-paced environments. Skilled at multitasking, maintaining accuracy, and providing warm, engaging service.

Demonstrates strong communication, reliability, and a positive attitude in team-oriented workplaces.

- **All-Rounder**
Thai Express, Richmond Hill, ON 09/2025 - Present
 - Prepare and serve meals efficiently while maintaining a clean, organized, and high-volume kitchen.
 - Deliver friendly, personalized customer service and resolve issues to ensure satisfaction.
 - Handle cash, debit, and mobile transactions accurately using POS systems.
 - Monitor inventory levels, restock supplies, and minimize food waste through efficient portioning.
 - Communicate effectively with kitchen staff and supervisors to maintain smooth flow during rush hours in a fast-paced environment.
- **Barista / All-Rounder / Key Holder**
Kungfu Tea, Richmond Hill, ON 04/2023 - 07/2023
 - Served as key holder, opening the store independently and preparing all stations for the day.
 - Crafted customized beverages with speed, accuracy, and attention to presentation in a fast-paced setting.
 - Managed in-store, mobile, and delivery app orders efficiently while often working solo.
 - Processed cash, card, and mobile transactions with precision throughout shifts.
 - Maintained cleanliness, restocked supplies, and followed all health and safety guidelines.
 - Built customer loyalty by providing welcoming, attentive service and remembering regulars' preferences.
- **Academic Intern**
Military Commercial Joint Stock Bank (MB Bank), Haiphong branch, Vietnam 09/2024-11/2024
 - Supported client account management and responded to customer inquiries.
 - Conducted market research and data analysis to enhance customer-relationship strategies.
 - Prepared reports on client engagement and satisfaction trends.
 - Contributed to personalized financial solutions and assisted with event coordination for MB Bank's 30th Anniversary celebration.
- **Barista / Server**
Hana's Tea, Richmond Hill, ON 02/2023 - 04/2023
 - Delivered courteous service and ensured quick order turnaround.
 - Restocked materials and maintained tidy work areas during rush periods.
- **Waitress**
Cafe N Te 01/2021 -12/2022
 - Welcomed guests, explained menu options, and processed orders efficiently.
 - Coordinated with kitchen staff to ensure smooth operations.
- **Fun Fair Volunteer**
Weston Memorial Public School 2017-2017
 - Promoted safety of visitors and mitigated liability risks by monitoring recreation areas, enforcing rules and safety policies.
 - Provided general cleaning of venue spaces before, during and after events
- **Math Markers**
Kumon Educational Japan Co. 2016-2016
 - Graded and marked student homework.
 - Demonstrated respect, friendliness, and a helpful attitude.

Skills

- Customer Service
- POS Systems
- Cash Handling
- Food & Beverage Preparation
- Data Analysis
- Account Management
- Inventory Control
- Digital Marketing Research
- Teamwork
- Microsoft Office
- Bilingual (English & Vietnamese)

Education

- *Weston Collegiate Institute*
Toronto, CA 2016 - 2018
- *Lawrence Park Collegiate Institute*
Toronto, CA 2018 - 2020
- *York University*
Toronto, CA 2020 - Present
Business Economic Undergrad

References

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Customer Relationship Management
MB Bank

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