

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



<i>Weston Collegiate Institute</i> Toronto, CA	2016 - 2018
<i>Lawrence Park Collegiate Institute</i> Toronto, CA	2018 - 2020
<i>York University</i> Toronto, CA Business Economic Undergrad	2020 - Present

References

Minh Hieu Tran

Customer Relationship Management
MB Bank

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Kungfu Tea

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