

Patchanon Suepai (Patrick)

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REVELANT EXPERIENCE

Torch Pressed Sushi

Mar. 2019 – Present

Kitchen Staff (Part Time)

Toronto, ON

- Demonstrated multitasking and flexibility by becoming proficient in every BOH and FOH role.
- Responsible for recording end of day sales report and inventory.
- Effectively communicated with customers and staff to ensure smooth restaurant operation.

BMO Financial Group

Sep. 2018 – Mar. 2019

Everyday Banking Associate

Mississauga, ON

- Developed quick problem-solving and customer service skills by finding creative solutions to various customer problems. Such as finding new better suited products, educating on self serve options, and finding opportunities generate customer loyalty.
- Met and exceeded various KPIs such as Net Promoter Score of 50, Average Handle Time of 300s, Adherence of 93%, and After Call Work Time of 20s, resulting in an average of 80 calls per day taken.
- Maintained a strong sense of responsibility and attention to detail by completing requests before deadline and according to policy to ensure minimal loss to the bank and customer.

Aunty's Kitchen

Sep. 2016 – Aug. 2018

Manager

Waterloo, ON

- Developed leadership and organizational skills through overseeing restaurant operations. Ensuring that restaurant tasks were completed according to standard operating procedure, such as food preparation, employee breaks/lunch, opening preparation, and closing wrap up.
- Piloted a project to introduce a new successful dish to the restaurant that would fulfill a gap in menu offerings.
- Trained over 5 employees and 1 manager, ensuring that all tasks were done according restaurant policy, as well as health and safety regulations.
- Responsible for recording inventory/sales, ordering supplies/food, scheduling, and other general managerial tasks.

EDUCATION

York University

Present

Bachelor of Engineering

- Honours Engineering – Software Engineering.

University of Waterloo

Aug. 2018

Bachelor of Arts

Waterloo, ON

- Honours Economics – Finance Specialization & Honours Arts and Business.