

HANNAH KIM CHUNG

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SKILLS

- Basic clerical knowledge
- Adept at working with special needs children
- Experience with tutoring (10+ years)
- Classroom management
- Communicating effectively
- Demonstrating sensitivity, empathy, sympathy
- Fluent in English
- Familiar with American Sign Language and Korean
- Familiar with MS Office (Excel, Powerpoint, and Word)
- Proficient with point of service system
- Leadership ability
- Children's programs
- Shipping and receiving
- Package labeling
- Dependable and Responsible

PROFESSIONAL SUMMARY

Have a huge passion working with children and always have. More than willing to help in every way whether it be cognitively, physically, developmentally, and educationally. Eager to take extra courses related to early child development, early childhood education, and special education. A caring program leader eager to help kids improve behaviors, social skills and educational capabilities. Observant and skilled team player successful at responding to crisis situations and providing emergency support. Desires a position in education related setting or costumer service representative. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level remote customer representative position. Ready to help team achieve company goals.

WORK HISTORY

Shipping Clerk

H.B. Fuller Construction Products - La Mirada, CA

10/2020 - 09/2022

- Daily pickups
- Compared shipping orders and invoices against contents received to verify accuracy.
- Packed, secured, labeled and applied postage to materials to prepare items for shipment.
- Drafted and managed work and shipping orders, bills of lading and shipping route materials for accurate and compliant record keeping.
- Worked effectively with shippers to resolve issues with shipments, including damaged materials and shortages.
- Handled day to day shipping and receiving.
- Performed basic mathematical calculations to check weights and dimensions of shipments.
- Monitored scheduled shipment dates to achieve timely delivery, expediting as necessary and communicating variances to customers.
- Checked bills of lading, outgoing package paperwork and other documentation for accuracy.
- Communicated with carrier representatives, arranging for special deliveries and shipment receipts.
- Completed basic mathematical calculations to check weights and dimensions of shipments.
- Orchestrated routing by producing accurate shipping documentation and package labels.
- Contact customers and work with them directly on scheduling on picking up their orders.
- Contact customers reminding them on picking up their orders on scheduled day.
- Contact carriers and scheduling pickups daily
- SAP software
- Create outbound and inbound spreadsheets
- Schedule inbound appointments.
- Directly working with customer service on any changes to orders and contacting their customers.
- Directly working with customers and directed them to their customer service representative or sales representatives on any questions and/or changes to their orders and products.
- Working directly with sales representatives.

- Working directly with routing team.
- Auditing paperwork and make sure correct paperwork is in correct file.
- Handled high-volume paperwork
- Checked bills of lading, outgoing package paperwork, and other documentation for accuracy
- Orchestrated routing by producing accurate shipping documentation and package labels
- Monitored scheduled shipment dates to achieve timely delivery, expediting as necessary, and communicating variances to customers
- Received incoming shipments, compared contents against associated records and transmitted to proper department
- Completed basic mathematical calculations to check weights and dimensions of shipments
- Packaged goods in safe containers to prepare for shipping, adhering to packaging protocols
- Corresponded with carrier representatives to make arrangements and provide instructions for shipment and delivery of orders
- Verified orders by comparing names and quantity of items packaged with shipping documents
- Packed, secured, labeled and applied postage to materials to prepare items for shipment
- Worked effectively with shippers to resolve shipment issues.
- Compared shipping orders and invoices against contents received to verify accuracy
- Communicated with carrier representatives, arranging for special deliveries and shipment receipts
- Number of orders managed varied day by day
- Managed all orders day by day
- Managed at least 10 orders per day including next day orders

Program Leader

SPARK After School Academy - Alhambra, CA

12/2014 - 03/2022

- Assist in planning (prep time) and implementation of the daily after school program under the direct supervision of Site Director.
- Help with activities that incorporate California Common Core Standards throughout the school year.
- Assist in preparing intense academic support, tutoring, life skills lessons, help students discover their self-interests, and creating a fun and enriching education experience including the preparation of needed supplies and materials.
- Use age-appropriate methods including positive reinforcement. Supervise participants in the activity areas.
- Maintain professional attitude, rapport, and appearance with all program stakeholders. Communicate with school staff, parents, and other family members regarding program activities, student needs, academic performance, and events.
- Work with students in grades TK-8 in a recreational, educational, and/or community setting. Cooperatively and collaboratively work with school site staff, parents, and SPARK staff. Communicate Effectively and demonstrate sensitivity to others as well as respond to critical incidents and act quickly in an emergency situation.
- Attend all required staff meetings and trainings.
- Travel to off-site meetings, training and events.
- Perform other duties as assigned. Work with students in grades TK-8 in a recreational, educational, and/or community setting.
- Cooperatively and collaboratively work with school site staff, parents, and SPARK staff.
- Communicate Effectively and demonstrate sensitivity to others as well as respond to critical incidents and act quickly in an emergency situation.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- Demonstrated respect, friendliness and willingness to help wherever needed
- Adaptable and proficient in learning new concepts quickly and efficiently
- Collaborated on strategies to enhance student learning and behavior alongside parents and teaching staff
- Modernized instructional plans and educational approaches to enhance student learning
- Observed and assessed classroom activities to verify conformity with quality standards
- Implemented school policies, procedures, and systems to promote safe and healthy environment in compliance with state standards
- Stayed current on guidelines to maintain compliant program operations

- Attended professional meetings and conferences to maintain and improve professional competence
- Maintained high-quality child care standards based on developmentally appropriate practices
- Established and optimized program schedules to cover planned needs while capitalizing on opportunities to improve student learning
- Implemented well-received activities and events

Shipping Clerk

Express Employment Professionals:H.B. Fuller ConstructionProducts - La Mirada , CA 06/2020 - 10/2020

- Call carriers and schedule pickup orders each day.
- Print out Bill of Ladings and packing slips for out bounds.
- Print out extra Bill of Ladings for carriers that need them
- Receive products for inbounds.
- Ability to use program that is used, SAP
- Closeout out bounds
- Label products that is required for customers.
- Maintain weekly supplies by ordering what is necessary for both warehouse and office.
- Clerical duties
- Follow safety procedure rules
- Follow company rules
- Make spreadsheets related to warehouse team duties
- Other duties needed by manager
- Checked bills of lading, outgoing package paperwork, and other documentation for accuracy
- Reviewed order data to verify transactions and shipping dates
- Worked effectively with shippers to resolve shipment issues
- Packed, secured, labeled and applied postage to materials to prepare items for shipment
- Communicated with carrier representatives, arranging for special deliveries and shipment receipts
- Number of orders managed varied day by day
- Managed all orders day by day
- Managed at least 10 orders per day including next day orders

Private Tutor

Private Contractor - La Cañada Flintridge, CA 08/2013 - 10/2014

- Helped student with homework Math, English, Science, Social Studies, Vocabulary, and Spelling.
- Assigned homework from workbooks in same subjects listed above.
- Collaborated with parents to create tutoring sessions appropriate for student's age, learning preference and learning style.
- Developed student confidence though attentive instruction in specific subjects student needed assistance with and applying positive reinforcement strategies.
- Worked with individual students to provide personalized educational, behavioral and emotional support.
- Collaborated with students to complete homework assignments, identify lagging skills and correct weaknesses.
- Stressed importance of good study habits and developed homework schedules, encouraging students to create personalized study plans.
- Managed 1 student per session
- Used positive reinforcement, repetition, and review to help students master challenging material.
- Developed student confidence through positive reinforcement strategies.
- Tracked learning progress to optimize tutoring methods and help students achieve goals.
- Kept and reviewed academic records for students to determine areas to cover in tutoring sessions.
- Collaborated with parents to develop appropriate tutoring lessons.
- Used flashcards and other techniques to test and improve memory through practiced information retrieval.
- Met with parents to discuss student progress and address concerns.
- Created tailored lesson plans and study guides to teach and assist students in area of study.

Teacher's Aide (Internship)

CHIME Infant/Toddler Program - Northridge, CA 08/2012 - 08/2013

- Interacted with students with special needs before class started.
- Interacted with children through singing, dancing, and playing toys with them.
- Aided students with arts and crafts that involved using age appropriate supplies.
- Filled out progress reports everyday for special needs children.

- Focused on children with special needs and aided them when needed.
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Proven ability to develop and implement creative solutions to complex problems
- Organized and detail-oriented with strong work ethic
- Self-motivated, with strong sense of personal responsibility
- Adaptable and proficient in learning new concepts quickly and efficiently
- Passionate about learning and committed to continual improvement
- Proven ability to learn quickly and adapt to new situations
- Resolved problems, improved operations and provided exceptional service
- Developed and maintained courteous and effective working relationships
- Demonstrated high level of initiative and creativity while tackling difficult tasks
- Managed at least 5 students per day

Teacher's Aide

Richmond Baptist Church - Richmond, CA

06/2006 - 08/2010

- Greeted 10-15 children who attended Sunday School.
- Interacted with children through singing, dancing, and playing toys with them.
- Told Biblical stories with visuals such as short clips of Bible story or pictures.
- Taught arts and crafts that involved using glue sticks, tape, glitter glue, and color that was related to Bible story and message of that week.
- Supported student learning objectives through personalized and small group assistance
- Supported classroom activities, tutoring, and reviewing work
- Set up visual aids, equipment, and classroom displays to support teacher's lesson delivery
- Supported student physical, mental, and social development using classroom games and activities
- Assisted teachers with classroom management and document coordination to maintain positive learning environment
- Distributed learning materials such as worksheets, textbooks and group assignments
- Maintained safety and security by overseeing students in recess environments
- Presented wide range of information to students using hands-on instructional techniques for effective comprehension
- Completed daily reports on attendance and disciplinary performance
- Partnered with teacher to plan and implement lessons following school's curriculum, goals, and objectives
- Assisted in maintaining engaging and respectful educational environment by promoting discipline and cooperation
- Supported classroom maintenance and upkeep, organizing books and materials

Hostess and Cashier

Cafe Mason - San Francisco, CA

06/2004 - 08/2010

- Supported servers, food runners, and bussers with keeping dining area ready for every guest
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times
- Used cash registers and credit card machines to cash out customers
- Monitored seating area and checked restrooms regularly to keep spotless
- Assigned patrons to tables suitable for needs and restaurant section rotation
- Answered customer questions about hours, seating, and menu information
- Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests
- Accommodated special seating requests for guests to enhance satisfaction
- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience
- Provided adequate supply of place settings for tables and miscellaneous supplies for work stations to last throughout assigned shift
- Rearranged tables and chairs for large parties and retrieved high chairs for children
- Maintained balanced cash drawer with correct money values and accurate documentation
- Seated patrons based on guest preferences and seating availability
- Opened and closed seating sections according to volume of guests
- Provided patrons with estimated waiting times during peak service hours
- Backed up servers by checking on tables and retrieving items for guests

- Answered phone calls to take orders, give information and document reservations
- Took initial drink orders and relayed information to wait or bar staff
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions
- Input orders accurately into POS terminal, split bills and accepted payments
- Managed over 50 customers per day

EDUCATION

Bachelor of Arts: Child Adolescent Development

California State University, Northridge - Northridge, CA

2013

N/A: Child Development

Diablo Valley College - Pleasant Hill, CA

2010

ADDITIONAL INFORMATION

References

Daniel Padilla

(415) 999-2741

Manager (Café Mason)

Elaine Ning

(510) 621-8885

Coworker (Café Mason)

Yaminah Cruz

(323) 286-3772

Coworker (Spark)

Jonathan Cebreros

(562) 381-4729

Supervisor (Spark)

Catherine Chen

(626) 551-7632

Lindsay Costa

(562) 217-0850

(HB Fuller Manager - Warehouse)

Paul Lopez

(714) 458-6555

(HB Fuller Manager - Plant)