

Yoonsong Christine Park

+64225034852/ ysongss1226@gmail.com/ West Harbour, Auckland, New Zealand 0618

EDUCATION

Auckland University of Technology **Bachelor Of Business** **Major in Human Resources** **Management**

July 2022 - Present

- Relevant Coursework:
Workplace Health and Safety,
Organizational Behavior,
Employment Law, Human
Resource Development

New Zealand School of Tourism **Diploma in Tourism and Travel** **Management**

May 2020 - April 2021

New Zealand School of Tourism **Certificate in Tourism Level 3&4**

August 2019 - April 2020

- Achieved certifications in
tourism operations and
management, including
specialized training in Callista
and Go rental systems

CAREER OBJECTIVE

Through my experience in customer service and team leadership, I have developed a strong work ethic and a deep commitment to fostering positive workplace environments. My communication, problem-solving, and collaborative teamwork skills have been sharpened by managing teams and resolving customer issues. Additionally, my recent studies in Workplace Health and Safety, focusing on workplace bullying, and risk management, have enhanced my understanding of organizational well-being. I am eager to apply these skills and insights in Human Resources to promote health, safety, and a positive organizational culture

PROFESSIONAL EXPERIENCE

PB Tech / Sales assistant

July 2022 – Present

105 Queen Street, Auckland
CBD, New Zealand 1010

- **Customer Interaction and Sales Management:** Handled customer inquiries and provided product recommendations, leading to increased customer satisfaction.
- **Cashier Duties:** Handled cashier duties and prepared daily financial reports, ensuring accuracy.
- **Training and Onboarding:** Took responsibility for training new team members, ensuring a strong understanding of company policies and procedures, which improved overall team efficiency.
- **Inventory Management and Data Analysis:** Managed inventory and maintained daily financial reports using Microsoft Excel, ensuring accuracy and efficiency.
- **Conflict Resolution and Customer Relations:** Managed refund and exchange processes, resolving customer complaints and building trust.
- Completed Health and Safety training at PB Tech, focusing on how to respond effectively to potential workplace hazards.

Effective Communication

- Ability to communicate effectively in both verbal and written forms, with strong conflict resolution skills, and the capability to engage with team members and stakeholders both internally and externally.

Collaboration & Teamwork

- Proven ability to work effectively both independently and as part of a team, ensuring seamless collaboration and contributing to collective goals.

Strong work ethic

- Consistently arrive on time and complete tasks before deadlines, demonstrating dedication and dependability.
- Maintain high standards by thoroughly reviewing work to avoid errors and ensure quality output.

Technical Proficiency

- Proficient in Microsoft Word, PowerPoint, Excel, Google Docs, Google Slides, and other essential office software.
- Able to quickly learn and adapt to new technologies and software as needed.

Expertise Development

- Ability to advance knowledge in Health and Safety, consistently delivering high-quality reports.

Language

- Fluent in both spoken and written English and Korean.

Crown Plaza /**Food and Beverage Attendant**

December 2020 - October 2021

128 Albert Street, Auckland CBD,
New Zealand 1010

- **Cross-Cultural Communication:** Translating menus from English to Korean, facilitating easier understanding for Korean guests and enhancing their dining experience.
- **Service Quality Management:** Maintained high standards of service quality in food preparation and delivery, ensuring customer satisfaction.
- **Food Preparation:** Assisted chefs in preparing and packing food, ensuring adherence to quality standards and guest preferences.
- **Team Collaboration:** Worked closely with colleagues to ensure smooth service operations, demonstrating strong teamwork skills.
- **Enhanced Hygiene Practices:** Focused on maintaining and enhancing cleanliness and hygiene standards in dining areas and workspaces, especially during the COVID-19 pandemic, contributing to a safe and inviting environment.

Sushi Wave / Cashier, Food and Beverage Attendant, Kitchen hand

December 2019 - December 2021

297 Queen Street, Auckland CBD,
New Zealand 1010

- **Customer Service:** Provided friendly and efficient service, ensuring a positive dining experience.
- **Cashier Duties:** Handled cashier duties and prepared daily financial reports, ensuring accuracy.
- **Kitchen Operations:** Assisted in food preparation and kitchen tasks, supporting chefs.
- **Sanitation Standards:** Maintained cleanliness and complied with health regulations in food preparation.
- **Food Preparation:** Assisted in food preparation and maintained high standards of cleanliness and hygiene.

Kaya / Restaurant operational assistant

March 2017 - January 2018

- **Staff Scheduling:** Managed staff schedules to optimize productivity and maintain a smooth workflow.
- **Cashier Duties:** Handled cashier duties and prepared daily financial reports, ensuring accuracy.
- **Food Preparation:** Assisted in food preparation and maintained high standards of cleanliness and hygiene.
- **Customer Service:** Provided excellent customer service by addressing customer needs and resolving issues.

References are available upon request.