

ERIC KIM | RESUME

Emerging Marketing Professional

🏠 Eric.codes

☎ +1 (909) 270-0058
✉ kimeric344@gmail.com

Professional Summary

Aspiring marketing professional completing a B.S. in Business Administration at Cal Poly Pomona, with hands-on experience in customer service, upselling, and guest relations. Strong communicator who leverages data from customer interactions to recommend service improvements and boost sales.

Technical Skills

- **Customer Service & Sales:** Upselling techniques, order coordination, conflict resolution
- **Data Analysis:** Excel (pivot tables, VLOOKUP), basic R
- **Presentation & Design:** PowerPoint, Google Slides, Canva
- **Languages:** English (native), Korean (fluent)

Education

B.S. in Business Administration (Marketing) - College of Business Administration- Cal Poly Pomona	2019 – Expected Dec 2025
High School Diploma - N/A- Diamond Bar High School	2016 – May 2020

Work Experience

Server - Taberu Sushi	May 2024 – Jan 2025
<ul style="list-style-type: none">• Provided exceptional customer service by upselling daily specials and sake pairings, boosting average check value.• Educated guests on sushi varieties and pairing notes to enhance dining experiences.• Collaborated with kitchen staff to ensure timely preparation and delivery, maintaining <15-minute wait times.• Prepared and reset 15+ tables per shift, ensuring a clean and welcoming dining area.• Served omakase courses with personalized insights, improving guest satisfaction scores.	
Cashier - Tous Les Jours	Dec 2018 – Apr 2023
<ul style="list-style-type: none">• Implemented product displays and layout changes that increased sales by 10• Led weekly inventory audits and budget forecasting to minimize stock discrepancies.• Maintained strong team communication in a high-volume environment, improving shift efficiency.• Assisted customers with purchases and resolved inquiries, enhancing overall store experience.	