

# VI PHUNG

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## Summary

Dynamic restaurant professional with a proven track record, excelling in customer service and team collaboration. Adept at managing multiple tasks efficiently while ensuring positive dining experience for all guests. Excellent communication and teamwork, consistently adapting to shifting priorities to achieve high standards of service. Dependable and focused on creating welcoming environment for customers.

## Education

**Bachelor of Science:** Informatics, Expected in 08/2025

**Université De Montréal** - Montreal

## Skills

- Customer Service
- Organization
- Time Management
- Exceptional communication
- Order Accuracy
- Team Collaboration
- Point of Sale (POS) Systems
- Cleaning and sanitizing

## Work History

**Restaurant Server, Assistant Cook,** 01/2022 to 04/2025

**Olu Olu Poké** – Montreal, QC

- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Collaborated with kitchen staff to communicate special requests and dietary restrictions effectively.
- Prepared fresh poke bowls and deep-fried items according to restaurant's recipes and presentations.
- Assisted with kitchen prep, including cutting ingredients, preparing house-made sauces, and restocking supplies.
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- Upheld cleanliness standards by regularly cleaning kitchen surfaces, dining area, and customer service stations.