

  
778-366-4644  
[lsohn@sfu.ca](mailto:lsohn@sfu.ca)



## Education

Simon Fraser University — BA Criminology, 2019

## Skills

### Interpersonal Skills

- Strong communication skills
- Excellent working with others in a team-oriented environment as well as independently
- Able to adapt and learn new things very quickly
- Good understanding of different ways to employ procedures to resolve customer complaints
- Ability to work in a fast paced environment
- Excellent in paying attention to details and keeping records
- Bilingual: English and Korean; Intermediate knowledge of Chinese (Mandarin)

### Technical Skills

- Proficient with Microsoft Word, Excel, and PowerPoint
- Experienced with POS

## Experience

### Barista, Starbucks; New Westminster, BC — 2018 May - Present

- Crafting drinks while interacting with customers
- Team and Routine play
- Relay product knowledge to customers and assist with shopping

### Cashier, T & T Supermarket; Surrey, BC — 2017 Jan - Mar

- Worked without supervision
- Issue receipts, refunds, correct change due to customers.
- Maintain clean and orderly checkout areas.
- Be responsible for my money tray

### Cashier, CU Convenience; Seoul, South Korea — 2015 May - Aug

- Maintained a clean and comfortable store environment
- Relay product knowledge to customers and assist with shopping
- Assist in paperwork, cost control, and inventory

### Waitress, Mr. Sushi; Waterloo, Ontario — 2015 Jan - May

- Ensure simultaneous preparation of all orders for a single table and serve in professional manners

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**Volunteer; Abbotsford, BC — 2010 - 2016**

- Accompanying and assisting a paraplegic with cooking, cleaning, and other household duties

**Cashier, R & T Bottle Depot; Abbotsford, BC — 2009 - 2013**

- Learned to organize and categorize different types of containers in a fast paced environment

**References**


Lyla Baek

co-worker

 604 931 851

Soung-Han Kim

volunteer personnel

 604 931 851

Val Son

R & T Bottle Depot owner

 (604 996 1076)