

SERENA KONG
San Francisco, CA
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WORK EXPERIENCE

Matcha Cafe Maiko Jul 2019 - Mar 2020

Position: Cashier, Barista

Responsibilities:

- » Daily ingredient preparation and made waffle cones
- » Provided customer service and hospitality while operating the cash register
- » Made customer orders and hand them out
- » Assist manager with stock and inventory
- » Count money in cash drawer and distribute tips at the end of the day

The Whole Beast Restaurant 2014-2016

Position: Line Cook, Cashier, Waiter

Responsibilities:

- » Daily ingredient and food preparation
- » Coordinated between kitchen staff, waiters, and customer orders
- » Operated register system and provided customer service
- » Assisted the chef with gathering ingredients

San Francisco Public Defender's Office Summer 2014

Position: Human Resources Intern

Responsibilities:

- » Managed front desk, including filing, answered phone calls, greeted and supported visitors, responded to emails and prepared documents.
- » Data entry and visualization using Excel
- » Managed front desk, customer service via phone, translated, communicated, and answered clients' concerns
- » Processed and organized applicant résumés

EDUCATION

Rithm School Jun 2021 - Present

City College of San Francisco Aug 2019 - May 2021

University of California, Davis Sept 2016 - Jun 2019
B.A. Japanese

SKILLS

- » Languages: Cantonese and Japanese
- » Programming Languages: C++, Java, JavaScript, HTML/CSS