



金妍廷  
김연정

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Experienced and engaged in the hospitality industry. Have more than 6 years in customer service jobs. Familiar with Korean tourism environment in Taiwan. Love to understand the customers and give the best customer experience.

## WORK EXPERIENCE

### Barista

Cobak Cafe/ Serendip Cafe/ Day brake Cafe

02/2012 – 02/2015

South Korea

#### Achievements/Tasks

- Making coffee, beverages and bread. Keep the working environment clean and tidy.
- Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment.
- Interact with customer to bring them good experience. Promote coffee and products to customers.

### Information Centre Receptionist

Lotte Department Store

03/2014 – 02/2015

South Korea

#### Achievements/Tasks

- Responding to complaining calls. Serving and answer the customers to meet their needs.
- Understand people to let them have quality customer experience.

### Waitress

Daisy Restaurant

10/2010 – 07/2011

South Korea

#### Achievements/Tasks

- Welcoming guests, introducing dishes, taking orders, serving food, cash handling.
- Prioritize loads of tasks to meet time limitation.

## EDUCATION

### iPhone App Programing

Online Course Self Learner, Udemey

04/2017 – Present

Internet

### Chinese Language

Tamkang University

04/2017 – 08/2018

Taiwan

### History, Bachelor's Degree of Art

Chosun University

03/2010 – 02/2015

South Korea

## SKILLS

customer service

hospitality management

time management

tasks organize

self learning

## PERSONAL PROJECTS

iPhone App for Korean to travel in Taiwan iPhone App (04/2017 – Present)

- I learned iOS programming with an online course by myself. I made several apps that are funny and useful, too. For example, a weather app, a to-do list app, etc. And a traveling app that helps Korean to get information while traveling in Taiwan.
- By making apps, I trained myself to think more logically and to prevent errors before implementation. And also, I understand the software development process better.

## ACHIEVEMENTS

Working Holiday Adventurer (03/2015 – 03/2017)

Worked and traveled half of Australia to broaden my vision and experience various career choices and lifestyle. Had different jobs as farmhands, housekeeper, babysitter, cleaner. These experiences help me understand people and plan my career better.

## LANGUAGES

Korean ● ● ● ● ●

English ● ● ● ● ○

Chinese ● ● ○ ○ ○

## SOFT SKILLS

listen and understand people

teamwork

communication skill

positive attitude

curiosity

not easy to give up