

# Janghun (Ryan) Park

Waterdown, ON L8B 1Y2

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+1 647 270 7531

- Highly motivated and detail-oriented professional
- Strong critical thinking, problem-solving, and time management skills
- Demonstrated ability to deliver outstanding customer service
- Excellent communication and interpersonal skills
- Proven track record of working successfully in a team as well as independently in a fast-paced environment
- Fluent in English and Korean
- Proficient in MS Office, Opera, Alice, Adobe Photoshop, Premiere Pro
- Passionate about learning new skills and technologies to improve work efficiency and productivity
- Strong organizational skills with the ability to prioritize tasks effectively
- Ability to work well under pressure and meet tight deadlines

Willing to relocate: Anywhere

## Work Experience

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### **Residence Life Advisor**

Columbia International College-Hamilton, ON

February 2024 to Present

- Establish and maintain positive relationships with international students
- Enforce night curfew checks and monitor to ensure student and residence safety
- Perform thorough students check-in and check-out
- Guide residence tours and provide information to students
- Ensure residence safety through patrols and monitoring of premises
- Enforce residence policies and communicate rules clearly to students
- Investigate and report suspicious behaviours to maintain a secure living environment
- Perform night curfew checks
- Maintain confidentiality and professionalism in all interactions with students and staff

### **Interpreter**

Kelly Services / Language Line Solutions-Work from Home

April 2021 to May 2022

- Interpret conversations with language skills from various industries such as Healthcare, Insurance, Financial, Law Enforcement, Government and others.
- Answering inbound calls in a timely manner.
- Interpreted in Korean to English and English to Korean.
- Handled and responded to phone calls from clients in client-specific languages.
- Interpreted and translated with technical terminology and colloquial language.
- Interpreted and translated all information in a target language in an accurate manner.

## **Receptionist**

Evergreen Retirement Community-Mississauga, ON

June 2020 to August 2021

- Demonstrates conceptual, effective communication skills, both verbal and written.
- Ensures and recognizes the needs of residents and assists in making recommendations to residents and families.
- Ensures that all reports required by the managers are completed in a timely fashion and by the deadline.
- Able to work independently and as a team member with minimal supervision.
- Ensures complaints are handled effectively and in accordance with the policy, good customer service and organizational reputation.
- Completes all other duties as assigned by managers such as preparing residential invoices, ordering office supplies as requested, etc.
- Complies with all corporate policies and procedures.
- Completes all required mandatory training and education sessions.
- Ensures the security of the building is in accordance with the safety policies of the organization.
- Proficient with Microsoft Office, including Word, Excel, PowerPoint and Outlook

## **Intern Concierge**

Shangri-La Hotel Toronto-Toronto, ON

May 2019 to August 2019

- Provided excellent customer service with knowledge and understanding of each individual situations and delivered satisfying resolutions depending on the customers' needs
- Booked and made reservations on behalf of customers for transportation, Niagara tour, Toronto City Tour, events, rental cars, and restaurants
- Demonstrated the ability to learn fast and adapt to new environments by providing coverage for other departments when in need, such as Front Desk and Guest Services

## **Intern Concierge**

Park Hyatt-Busan, South Korea

May 2017 to August 2017

- Provided high-quality customer service with a patient attitude to a multicultural group of customers
- Managed and made customer reservations, such as transportation, accommodation, tours, and meals.
- Demonstrated an outstanding performance in attending to resolve service failures, such as technology issues.
- Offered exceptional VIP customer service
- Provided translation services in executive staff meetings and to customers

## **Education**

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### **Computer Systems Technician - Software Support in Computer Systems Technology**

Mohawk College - Hamilton, ON

September 2021 to Present

### **Diploma in Tourism and Hospitality Management in Tourism and Hospitality Management**

George Brown College - Toronto, ON, CA

September 2015 to December 2019

## Skills

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- Microsoft Office
- Adobe Photoshop
- Communications
- HTML5
- MySQL
- Java
- Microsoft Excel
- Multi-line Phone Systems
- Translation
- Customer service
- Guest Services
- CSS
- JavaScript
- IT project management

## Languages

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- Korean - Fluent
- English - Fluent

## Certifications and Licenses

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**Smart Serve**

**TICO**