

# Seung Kim

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## EDUCATION

**University of California, Riverside**

**Riverside, CA**

*Bachelor's of Science*

*Graduation Date: Jun 2015*

## WORK EXPERIENCE

**Little Tokyo Sushi**

**Los Angeles, CA**

*General Manager*

*Oct 2023 - Mar 2024*

- Collaborated with kitchen staff to expedite order preparation, achieving a 20% improvement in order fulfillment speed.
- Assisted customers in person and over the phone by answering questions, making recommendations, and placing orders, enhancing the overall customer experience.
- Managed inventory by coordinating with staff and working with partnered vendors to ensure availability and quality of ingredients.
- Increased online order volume by optimizing menu offerings and promotions on delivery platform, enhancing brand visibility, and driving a 30% growth in sales on delivery apps such as Uber Eats.

**Infosys**

**Remote**

*Healthcare Client - Database Support Associate*

*Apr 2021 - Sep 2023*

- Monitored and managed data to ensure accurate processing of health insurance claims
- Assisted teams by providing requested information to resolve issues efficiently
- Generated and distributed reports to managers and cross-functional teams, highlighting the status of database cases and ensuring timely processing of any stuck claims.
- Coordinated with various teams to address and resolve support tickets related to database inquiries.
- Identified a critical bug in the claims processing system, leading to code fixes that restored processing for thousands of claims, increasing system reliability.

**Newegg Business**

**Rowland Heights, CA**

*Account Executive*

*Start Date - Finish Date*

- Conducted daily outreach to a designated pool of accounts to assess their IT needs and identify opportunities for upselling and cross-selling.
- Partnered with product manager to secure optimal pricing and maximize profit margins on sales.
- Consistently met and exceeded quarterly sales goals by 10 - 20% for three consecutive months, demonstrating strong sales performance.
- Provided comprehensive support to accounts, addressing product return issues, coordinating with partnered vendors, and delivering timely updates on inventory, sales quotes, and shipments.
- Earned a position on a specialized team dedicated to managing high-value accounts with 500+ employees, reflecting exceptional performance and demonstrated proficiency in account management processes.

## PROJECT EXPERIENCE

**Little Tokyo Sushi**

**Los Angeles, CA**

*Full Stack Developer*

- Developed a responsive full-stack online ordering website utilizing React, Tailwind CSS, NodeJs, TypeScript, Nextjs, Supabase, and PostgreSQL.
- Integrated live ordering functionality from delivery apps, including UberEats, to enhance customer convenience and streamline order management.
- Implemented real-time updates for live orders, improving communication and transparency for clients and customers.

