NAME:	Michelle Kim
D.O.B:	27.02.1990
NATIONALITY:	Australian (Korean background)
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EDUCATION / QUALIFICATION:

2006   **Certificate of Japanese Language Proficiency**
Intermediate (level 3)

2007   **NSW Higher School Certificate**
Cheltenham Girls High School, Sydney

2008   **Barista Certificate**

2009   **Responsible Service of Alcohol (RSA) Certificate**

2010 -2012   **Bachelor of Entertainment Management Degree**
Australian Institute of Music (AIM), Sydney
Examples of subjects completed include:
- Digital Technology (Distinction),
- Consumer Behaviour - Marketing (Distinction),
- Introduction to Financial Management(Credit),
- International Business (Credit)
- Piano skills (High Distinction)

2012   **Certificate IV TESOL**
Teaching English to Speakers of Other Languages

                          CELTA Certificate
Certificate in English Language Teaching to Adults

EMPLOYMENT HISTORY

2005 Feb-March: **Net Girl (fashion outlet), Macquarie Centre**
Position: Sales Assistant

- Attaching security tags on clothing
- Displaying/coordinating dresses
- Dry cleaning/cleaning premises
- Cash/EFTPOS payment receptions

- Responding all customer enquiries both face-to-face and over the phone.
- Approaching customers to recommend clothing on sale, latest trends and styling

2007 Dec- 2009 Oct: **Café Peaberry, Strathfield**
Position: Barista, Hall Serving Staff

- All aspects of handling cash including EFTPOS and credit card transactions.
- Making coffee & latte arts
- Ensuring that café is clean at all times
- Greeting customers, directing them to their seats and taking orders
- Variety of food and beverage preparation and service.

2009 Jan-Feb: **Ken's House, Wynyard**
Position: Barista, Cashier

- Operation of a cash register: credit and EFTPOS, handling of cash.
- Serving coffee and other beverages
- Responsible for securing the whole premises including opening and closing of venue.

2009 Feb-May: **Café Orexi, Parramatta**
Position: Barista, Café All Rounder

- Operation of a cash register, handling of cash
- Serving coffees and foods
- Greeting customers, handing brochures and sample menus in front of the venue for marketing.
- Explaining and recommending meals to customers who are unfamiliar with the dish.

2009 May - 2010 Jan: **Pie Face, Burwood Westfield**
Position: Barista, Wait Staff

- Operation of a cash register, handling of cash.
- Greeting and serving customers
- Establishing regular/loyal customers by producing good quality of coffee
- Baking pies, sweets and pastries
- Dealing and managing complaints, problems
- Cleaning thoroughly

- Adapting teamwork environment

2011 May – Nov: **JK Entertainment, Stanmore**
                         Position: Intern

- Customer service over the phone
- Handling digital technologies: Social Networking Sites
- Marketing assistance
- Handling Excel, Word etc.
- Teamwork environment
- Communication with supervisors, and staffs
- Staff management
- Event management
- Networking
- Dealing with complaints, problem solving
- Completing given tasks in a timely fashion

2012 May – present: **Muffin Break, North Sydney**
                         Position: Barista

- Operation of a cash register, handling of cash/EPTPOS
- Greeting and serving customers
- Establishing regular/loyal customers by producing good quality of coffee
- Dealing and managing complaints, problems
- Cleaning thoroughly

Key Strengths

- Experience in customer service, communication and negotiation in hospitality and retail environment
- Implementing rules and procedures
- Personal strength includes hard working, trustworthy, being patient and open minded approach for challenges or problems
- Equally happy to work independently and within a team environment
- Willing to learn and implement new skills in the workplace

Technical Skills and Knowledge

- Ability to use information technology effectively
- Moderate level of skills in using Word and Excel
- Accurate keyboarding skills
- Ability to speak English, Korean and Japanese
- Understanding of organisational behaviour as well as OH&S principles