



KIM YESEO

CV



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AREAS OF EXPERTISE

- Demanding Problem-solving(such as phone, counselling)
- Cold calling
- Salesforce and outstanding selling to customer

PROFESSIONAL SUMMARY

Proven excellence in the development of a strong rapport with undergraduate students, colleagues, sales in the lousquartos, and administrators assistants as a computerization department at a cheongju university. Also social welfare related to my major expertise in the gov warrant system and implementation of programs asset system. And the personalized shops and vatieties of activities to propel learning in English score. specifically in the field of Education. Experienced childcare, counselor learning, and recognizing and encouraging growth in individuals. Has completed a Master's in Sociol welfare and Education with a childcare.

WORK EXPERIENCE

BARISTAR(IN Ghongcha)

GHONGCHA cafeteria, Sejong

Sep 2024

09.2024-12.2024

1. For preparing working holiday in Canada, I have learned how to make beverages cusines and attitudes for demanding customer.
2. I have sold seasons items for higher purchasing percentages per month while serving customer orders
3. By cold calling, I explained customer complaints such as exchanging season items with calculating selling income per day

SALES ASSISTANT PART TIMER(IN ZARA)

ZARA, Cheongju CITY

Feb
2024

07.2024-09.2024

1. Implemented moile devices, designated devices to labelling taxed cloths to displaying for

reasonable and affordable price cloths to customers shopping

Baristar

Backdabang cafeteria, Cheongju

Feb
2024

07.2024-09.2024

Baristar

- 1 For assisting CEO, Making and Serving disserts, coffees and snacks.
- 2 Processing cash and credit cards through POS.
- 3 For people who like dutch coffees, Extracting coffee as same times for original coffee non sour flaver 4 Making hand made yogurt, jjam and ulgrey black tea syrups.

Sep
2022

Shopping mall worker

SODI, Cheongju

09.2022-now

1. Selling, making lists ordered items from customers. Delivering.
2. Selling environmental items-Making ideas such as youtube 3d arts graphic, Uploading items pictures with manequenees which were displayed such as hats, purses, clothes, bags, accesaries and handmade soaps
3. Making human resources for ordering new items to customers
4. Operating shopping mall site-Uploading, changing main pages every per seasons. Making customer lists and filing customer's main popular items
5. Connecting delievery services for operating shopping mall.
6. Producing brand name, logo for getting a patent.
7. Modifying or add images items explains

Receptionest

Jun 2020 – Sep 2022

Volkswagen car showroom in korea, Cheongju

06.2020-09.2022

4. Serving customer services- giving beverages,
5. Reserving customer visit to excep programs, reporting appliances paying per month to head office. Supporting office events for customers finishing annual used asset
6. Multitasking-Doing counsel to customer on phone while reporting excel lists about remained events items and accounts money
7. Filing papers per year about incomes and outcomes about branch accounting
8. Simple daily works-Cleaning offices, serving foods, ordering appliance once a month

Part timer-sales(LOUIS QUATORZE)

Jul 2019 – Sep 2019

LOUIS QUATORZE AT LOTTE YOUNGPLAZA IN CHEONGJU, cheongju

07.2019-09.2019

Sales part timer

1. Achieved to targeted sell numbers over one products at LOUIS QUATORZE such as Buckle, Bags and Purses
2. Talking about potential and present main customers caractors- anolizing customers needs such as colors, items leathers and fabrics and so on

3. Assisting for manager's sales item displaying and promotion events per seasons from headquarters
4. For selling, Explaining items to china customers-china people who wanted red colors, leading them to their preferring colors products and recommending to them for maintenance of potential customers relationships
5. Operating POS systems for opening and closing selling, shop cleaning, reporting and reserving mending requirements from customers

Child daycare centre(chungbuk child daycare sentre)

May 2017 – Jun 2017

1. First Grade Teacher, I conducted class for 15~30 students who were over 6 years old children.
2. Focused on teaching communications, making children playing zones for improving children potential and educate science while using presentation skills with playing music
3. Planned and organized field the toy zones, local businesses such as shops, bank and fruits shops. Also I participated child daycare test confirmation for Evaluation Certification to gov. cleaning and making class environments with showing teaching children reports.
4. Per days, Founded and conducted and before and after school community daycare centre for children with medical conditions for checking health
5. Provided snacks and meals and attentive supervision to children between the ages of 6– 7

Office skills

Accuracy, attention to detail and ability to work well in team environments and supervisors meeting with ppt.

Effective performance standards including attention to schedules,k deadlines, budgets and quality work. Also making children teaching tools for creative developments

Social worker

Mar 2015 – Sep 2015

Cheongju catholic welfare, Naedeok social welfare, Cheongju

03.2015-09.2015

1. Managing gov businesses for clients by using warrent.
2. Operating adults work businesses from gov reporting national subsidies, using and making a report about businesses program.
3. Confirm used warrent by using MS office Excel.
4. Preparing annual events for clients once a year. Recruiting new applicants for gov social work programs accoding to gov policies and designated qualifications
5. Giving gov warrent salaries to clients per month and Reporting to gov as excel program
6. Intervening to isplated risky clients for foods and checking healths.
7. Connecting human resources for non work clients to gov warrent bunisnesses such as foods making, doing agricultures businesses.

Administrator assistant

Mar 2014 – Dec 2014

Cheongju university, Cheongju

03.2014-12.2014

1. Making students lists for preparing lectures.
2. Back sth up all used programs such as cad after semester.
3. Making lists MS offices lectures students for vacation program.
4. Operating sholarships students and cleaning classes.
5. preparing toEIC tests pc system for weekend tests. and installing and downloading programs to PC for lectures every weeks.
6. Assisting PC engineers employees

Administrator assistant Jul 2013 – Aug 2013 Korea post office, Cheongju

07.2013-08.2013

Sholorship student part time in korea

1. Entering customers addresses to post office PC programs such as chiness, english and korea
2. Getting customers orders such as a korea post office shopping mall arranged items to pc systems for gifts
3. Closing entered into post delieveries every designated 4:00pm everyday
4. Closing post office accounting systems everyday before 6:00pm

PRIZE

Best excellent employee in volkswagen(2022, 09)

SCHOLARSHIPS

State scholarships

1. 2013 State sholarship in cheongju university
2. 2012 State sholarship in cheongju university

EDUCATION AND QUALIFICATIONS

Bachelors

Mar 2012 – Feb 2014

Cheongju university, Cheongju

Major : Social welafare

Associate degree

Mar 2010 – Mar 2012

Chungcheong university, Cheongju

Major: Child care social welfare

teamwork: children doll role

playing team

Diploma

Mar 2007 – Feb 2010

Cheongju women high school, Cheongju

ACHIEVEMENTS

1. IELTS GENERAL 5.5, VALID -23.05.26
2. Toeic speaking Intermediate Mid 3 (level 6, 130)Valid -02.25. 2026 Institution : YBM
3. Excellent employment in Volkswagen, valid : 2022.09, prize : Gold, perfume and testimonial
4. Coffee baristar level 2, valid: 2016.12.31, institution : Korea foodservice beverage association
5. Social welfare level 1, valid : 2014.03.31, Institution : Korea social welfare institution
6. PC literacy level 2(MS office Exel), valid : 2012.03.23, Institution : Ministry of Employment and Labor
7. Children care teacher level 2, valid : 2012.02.09, instituion : Ministry of Health and Welfare
8. Multicultural Family Counselor, valid : 2012.06.23, institution : Korea Psychology Counselling Assosiation

WORK SUMMURIES

AREAS OF EXPERTISE

1. IN cheongju university, I learned from attitude for superior and administrative paper works

2. When I worked at post office, I saw variety of customers. Foreigner kinds of china, usa and so on. When they sending ems. I explained.
3. IN BAKERY SHOP AT TOUSLESJOURS, I made beverages and sold breads. I served to customers. When demanding customer complained about our ice production. I apologized sincerely and served again. That customer face changed with smile and satisfied.
4. AT convenience, I sold many productions(ice cream, milk and household goods). When customer pinched to me because of tobacco. I let him calm down and persuaded. I gave what he wanted.
5. IN HOUTECOFFEE COMPANY(HERE IS CAFÉ), I could make coffees with latte art. I dealt with customers. Foreigners, adult, children and so on. Per people their favorite food were different. I served what they wanted.
6. In Volkswagen cheongju branch, I learned how to deal demanding customers. To be specific, when I got a phone from customer, he wanted to know when getting a new car from dealer. At that time upper was meeting with other team, so I answered call again. And then after he was satisfied with polite phone attitude.
Second, when customer asked a beverage without our branch, I suggested another tea. Then he smiled. Third, when I meet children and their parents who are waiting for car receiving, children was noisy. My upper ordered to me with pens, let them as a quiet. So I followed him as a subordinate. Children drew pictures well quietly. As a official worker, I prepared boss meetings and I wrote official documentaries every last months.

LANGUAGES

English

Fluent

Korea

Native

MS OFFICES SKILLS

Usable MS offices skills

Excel, MS word, Power point.

SKILLS

MS office excel

Experienced

Ms office word

Experienced

Ms office Power point

Experienced

Toeic speaking level 6

Experienced

VOLUNTEER WORK EXPERIENCE

Volunteer work

Delivering foods to poor adults people every week - chungbuk bukbu social welfare institution(2013.7-2013.08)

INTERESTS

Reading book, Swimming, Yoga and philates, Watching movie

PERSONAL INFORMATION

Date of birth	Nationality	Gender	11-03-1991	South korea	Female	Website
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						m
Place of birth		Marital status		Driving license		
South korea		No		Yes		