

# Jiyun Shin

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## Skills Summary

- Customer Service
- Detail-oriented
- Problem-solving
- Communication skills
- Teamwork
- Leadership
- Languages: Korean, English

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## Education

### Simon Fraser University

Burnaby, BC

- Bachelor of Arts
- Major in Psychology; Minor in Criminology

2018 / 09 – 2022 / 12

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## Volunteer Experiences

### Vancouver Korean Language School

Burnaby, BC

#### *Assistant Teacher*

2019 / 09 – 2020 / 04

- Assisted the teaching of 10+ 3-5-years-old students with basic Korean proficiency and served as a general resource of the Korean language and Korean culture.
- Assisted with the preparation of materials for lessons and events with other teachers and distributed and collected materials for students.
- Monitored students in the classroom and during breaks, ensuring their safety and well-being at all times.
- Established solid and constant communication to help and build trust with homeroom teacher, students, and their parents.
- Assisted in the development and implementation of classroom assessments and lectures.

### TED

Remote

#### *Translator / Transcriber*

2021 / 11 – 2023 / 01

- Translated TED Talk video regarding various subjects from English subtitles to Korean.
- Adjusted the speed and number of words of subtitles using TED Captionhub for efficient reading for viewers.
- Completed translation projects before deadlines.

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## Work Experiences

### Coco Fresh Tea & Juice

Burnaby, BC

#### *Shift Leader*

2023 / 06 – Current

- Trained new hires and managed them to maintain or improve with their skills.

- Oversee in-store operations such as regulating inventory count and supply during shift hours and informing 15+ employees of any changes in stores or menus.
- Resolved customer complaints and issues and offered solutions to maintain customer satisfaction.
- Monitored employee actions for general safety and sanitation, and proactively protected staff and customers from safety hazards and infection risks by maintaining clean and well-organized production areas.
- Evaluated employee skills and knowledge regularly, and mentoring individuals with lagging skills.
- Adhere to company standards, requirements, and policies for operations.

***Cashier / Prep / Barista***

2022 / 09 - 2023 / 06

- Operated a credit card machine and POS system and successfully processed transactions and cash register.
- Prepared toppings according to the daily inventory in compliance with recipes, portioning, and cooking guidelines.
- Prepared and served 300+ hot or cold beverages daily, including teas, milk teas, fruit teas, or slushes, while ensuring that each beverage conforms to the standards set by the company.
- Provided customers with product details and assisted customers with any concerns which may have arisen, from mistakes to dietary restrictions.

***Sushi UOmo***

Burnaby, BC

***Server***

2020 / 01 – 2022 / 02

- Seated 50+ customers daily at appropriate tables and properly provided services in a friendly manner.
- Advised and instructed customers on menus, prepared special orders for individuals with food allergies, took orders, and answered any questions with excellent knowledge of menu items.
- Trained 3 server staffs on best practices and provided feedback to managers to improve customer satisfaction.
- Flexibly handled various unexpected situations.
- Build strong relationships with returning customers through friendly and professional service.
- Ran credit card terminal and POS by entering 50+ orders per shift without errors.