

Kit Wong

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OBJECTIVE

Seeking a part-time position where I can provide excellent customer service, support daily operations, and contribute to a positive team atmosphere.

CORE COMPETENCIES

Process Optimization | Customer Service | Problem Solving | Team Training and Development | Data Analysis | Food & Beverage Preparation

EDUCATION

B.A., Business Administration; Concentration in Management Information Systems May 2027
San Jose State University, San Jose, CA, GPA: 3.67

EXPERIENCE

Barista and Cashier April 2024 - January 2025

Tapioca Express, San Jose, CA

- Operated front of store independently, managed in-person and online orders, register transactions, product prep.
- Reorganized prep station layout, implemented a new restocking routine, improving workflow efficiency and reducing downtime during peak hours.
- Analyzed ingredient usage, communicated inventory needs, prevented product shortages
- Delivered consistent, high-quality service while multitasking across solo shifts, earning recognition from management for reliability and strong problem-solving skills.
- Ensured compliance with health and safety standards by performing routine lobby, restroom, and equipment sanitization, contributing to successful health inspections.
- Trained new team members on all digitized order management software.

Barista and Cashier

Boba Studio, Walnut Creek, CA March 2023 - August 2023

- Maintained accuracy and speed across mobile and in-person orders during high-volume periods, resulting in order accuracy across multiple platforms.
- Supported team operations by tracking supply levels and proactively reporting restock needs, decreasing instances of out-of-stock or low stocked ingredients.
- Improved shift flow by identifying inefficient task repetition and adjusting workflow, contributing to faster service and improved collaboration with team members.
- Built strong rapport with customers and responded to service issues on the spot, earning multiple positive mentions in Yelp reviews, contributing to increased customer loyalty and brand reputation.

SKILLS

Proficient in Microsoft (Word, Excel, PowerPoint), Google Apps (Sheets, Sites, Colab), Java, Python