

# Michael Chung

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## Skills

Time Management, Communicator, Customer Service, Ability to Multitask, Active Listening, Cantonese Speaker, Adaptability, Meticulous

## Experience

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### Apple

Specialist

*Pleasanton, California*

August 2024 – January 2025

- Supported and positively influenced team members by fostering a collaborative environment and delivering personalized, solution-oriented customer experiences.
- Demonstrated Apple products with passion and care, effectively showcasing features and functions to meet diverse customer needs.
- Promoted AppleCare+ and other Apple services by identifying customer priorities and offering tailored solutions, enhancing customer satisfaction and loyalty.
- Consistently contributed to high customer satisfaction scores (NPS) by providing exceptional service and ensuring seamless customer journeys.

### Gong Cha

Barista

*Milpitas, California*

April 2023 – April 2024

- Prepared and served a variety of beverages, including coffee, tea, and specialty drinks, adhering to high-quality standards.
- Delivered exceptional customer service by accurately taking orders, processing payments, and ensuring a welcoming environment
- Maintained a clean and organized workspace by sanitizing equipment, restocking supplies, and adhering to health and safety regulations.
- Efficiently managed multiple tasks during peak hours, ensuring timely service without compromising quality.
- Built strong customer relationships by recommending beverages based on preferences and ensuring satisfaction with every order.

### River of Life Christian Church

Logistics Assistant

*Santa Clara, California*

August 2019 – August 2023

- Coordinated supply chain tasks from preparation to delivery, ensuring operational efficiency through effective organization and time management.
- Maintained seamless communication with team members and stakeholders to address challenges and ensure smooth execution of logistics operations.

## Education

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**Ohlone College**

Fremont, CA

**San Jose State University**

San Jose, CA

Ohlone College – Associates Degree of Science

San Jose State University – Management of Information Systems B.S, In progress