**NAME:**  Michelle Kim
**D.O.B:** 27.02.1990

**NATIONALITY:** Australian (Korean background)

**ADDRESS:** Gyeonggido Siheung-si Wolgot-dong Sungshin officetel 903

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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  **Net Girl (fashion outlet), Sydney**

 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 - 2009 **Café Peaberry, Sydney**

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 - 2010 **Café Orexi, Sydney**

 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.
* Responsible for securing the whole premises including opening and closing of venue.
* Establishing regular/loyal customers by producing good quality of coffee
* Dealing and managing complaints, problems
* Cleaning thoroughly
* Adapting teamwork environment

2011 May – Nov: **JK Entertainment, Sydney**

 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
* Translating English to Korean staffs who had trouble reading or writing in English.

2012 Jan - Dec **Muffin Break, Sydney**

Position: Barista

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

2012 Jan - Dec **Steven’s Painting & Decorating, Sydney**

Position: Translator

* Interpreting English language to painting clients over the phone or in person, in order to help Korean speaking director and painters communicate with painting clients.
* Editing and proofreading painting quotations created in English by using Word and Excel.
* Providing accurate translations from Korean to English for business communications via E-mail or text message.

2013 Mar – present **Wolgot Middle School, Gyeonggido**

Position: Native English teacher

* Instructing and educating spoken English language to middle school students.
* Creating and implementing lesson plans.

Preparing, and delivering instructional activities.

* Managing student behaviour in the classroom by following approved disciplinary procedures.
* Performing other administrative duties as needed.
* Working with co-teachers and other employees while maintaining professional relationships in school.
* Communicating with students 100% in English.

**Key Strengths**

* Experience in customer service, communication and negotiation in hospitality and retail environment.
* Experience in teaching English to Korean students.
* Implementing rules and procedures.
* Personal strength includes hard working, 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 and Korean.
* Understanding of organisational behaviour as well as OH&S principles.