**Ariel Wong**

ariel.wong@mail.citytech.cuny.edu

**EDUCATION**

2012- **New York City College of Technology, CUNY, Brooklyn, NY**

2016 Bachelor of Technology in Hospitality Management

*Area of Focus: Hotel/Resort Management*

**WORK EXPERIENCE**

Sept. 2014 - **Toys R Us, Brooklyn, NY**

Present *Cashier*

* Receive payment by cash, credit card, vouchers or automatic debits
* Maintain clean and orderly checkout areas
* Issue receipts and change due to customers
* Ensure quality control
* Resolve customer complaints
* Answer customers’ questions and provide information on procedures or policies

May 2014 - **Sunglass Hut, New York, NY**

Aug. 2014 *Sales Associate*

* Provided customer service and acted as a first point of contact for customers
* Operated the POS system and accounts for all transaction such as cash, credit and returns
* Ensured store is stocked and well displayed

May 2013 - **Cold Stone Creamery, Brooklyn, NY**

May 2014 *Shift and Cake Decorator*

* Decorated all of the signature and custom cakes
* Opened/Closed the store and maintained store’s inventory
* Guided crew members during shift

**ACHIEVEMENTS AND ACTIVITIES**

* Active member in the Anna Nurse Club since 2014
* ServSafe Certified in 2013

**SPECIALIZED SKILLS**

Languages: Fluent in Cantonese

Working knowledge in elementary Spanish

Computer: Proficient in Word, PowerPoint, Micros