

SUMEN ZHAO

☎ 344 East 28th Street apt 24J, New York, NY 10016 ☎ (646) 515-3345 ☎ sumenzhao@yahoo.com

Highlights/Skills:

- ✓ Comfortable working in diverse environment
 - ✓ Efficient and calm working under pressure
 - ✓ Adapt well to new situations and work well in fast paced operations
 - ✓ Reliable and dedicated employee
 - ✓ Able to work independently and on a team
 - ✓ Fluent English
 - ✓ Conversational Cantonese
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Experience:

- August '15 - January '16 **Walt Disney World**, Lake Buena Vista, FL (800)800-4857 ext 9000
Cast Member/ Disney College Program Internship at Peco's Bill Cafe and Inn
- Greeting, seating and bussing tables in a fast paced environment
 - Followed procedures for safe food preparation, assembly and presentation
 - Maintained presentation of the restaurant while providing high standards of customer service
 - Preparing and assembling food items in a kitchen area, including the use of a fryer, grill, broiler, and other industrial cooking equipment
- September '11 - December '14 **18 Lounge** Brooklyn, NY (company no longer in business)
Waitress
- Handled currency transactions quickly and accurately
 - Build loyal clientele through friendly interactions and consistent appreciation
 - Upheld an appropriate presentation of the store
 - Basic knowledge of the POS system
- April '12 - April '13 **360 Lounge & KTV** Flushing, NY (company no longer in business)
Waitress
- Handled currency & credit transactions quickly and accurately
 - Maintained high standards of customer service during high-volume, fast paced operations
 - Upheld an appropriate presentation of the store
 - Basic knowledge of the POS system
- September '11 -March '12 **Uniqlo**
666 5th Avenue at 53rd Street, New York, NY 10103 (212) 974-0526
Sales Associate
- Maintain a neat, clean and organized sales floor through hanging and folding merchandise
 - Maintained and cleaned fitting room area and maintained go backs
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Education:

- September '10 – May '14 **Borough of Manhattan Community College**
199 Chambers Street New York, NY 10007
Liberal Arts, Associate's Degree
- August '14 - Present **New York City College of Technology**
300 Jay Street Brooklyn, NY 11201
Hospitality Management, Bachelor's Degree
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Achievements & Certifications:

- January '16 Completed the Disney College Program at Walt Disney World Resorts in Orlando, Florida
- June '15 Completed the Thomas Ahrens International Travel and Study Abroad in Paris
- May '15 Guest Service Gold Certified
- January '15 ServSafe Food Protection Manager Certified