

# SAMUEL CHOE

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## SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship.

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## EXPERIENCE

**General Manager, 10/2015 - 08/2022**

**SGC Japanese Restaurant - Corona, CA**

- Hired and trained +20 staff members on customer service skills, food & beverage knowledge, and health & safety standards in preparation for States compliancy.
- Complete opening and closing procedures and manage deposits.
- Consistently exceed daily, weekly, and monthly sales targets while maintaining costs and keeping employee turnover low.
- Manage operations for smooth functioning operation while maintaining a high standard of customer satisfaction.
- Developed close relationships with customers and analyzed their needs to develop and build menus and personalized events to ensure top level customer service, retention, and referrals.
- Created employee schedule to ensure labor hours fall within projected guidelines and accommodating numerous employee requests.
- Built positive and productive customer connections to drive consistent sales.

**Treasury Associate , 01/2015 - 10/2015**

**Hanmi Bank - Los Angeles, CA**

- Processed day to day online banking setup requests for our Consumer & Business accounts.
- In charge of wire transfer requests for online banking customers on a daily basis.
- Performed daily Check Free site program to determine legitimate transactions.

**Operations Admin, 01/2014 - 12/2014**

**Commonwealth Business Bank - Los Angeles, CA**

- Handle daily wire transfer transactions (Fed, Swift, PCBB, Fed Line).
- Review and process daily Chargeback Items and forwarding them to inter branches.



## CONTACT

**Address:** Irvine, CA 92620

**Phone:** 213-800-1647

**Email:** Samchoe88@yahoo.com

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## SKILLS

- Performance Improvements
- Supervision and Training
- Goal Setting
- Business Leadership
- Recruitment and Hiring
- Management Team Building
- Customer Service Management
- Employee Motivation
- Team Leadership
- Decision Making

- Contributed to meet the bank's deposit growth strategies and it's goals.
- Process debit card applications and monitored daily fraud alerts.
- Maintain monthly IRA accounts.

**Underwriter, 01/2012 - 01/2014**  
**Bank Card Services - Gardena, CA**

- Gathered and analyzed supporting documents to ensure fulfillment of requirements for new merchant accounts.
  - Performed financial analysis of small businesses to research business models.
  - Processed daily files to confirm accuracy, identify financial and legal discrepancies, investigate and resolve inconsistent information.
  - Prepared business model documentation, financial statements, credit reports, bank records, OFAC, MATCH, IRS TIN and determined approval/rejection of potential accounts.
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**EDUCATION AND TRAINING**

**High School Diploma, 06/2006**  
**Ruben S. Ayala High School** - Chino, CA

**X-Ray / MRI Technician Certificate, Radiology, 04/2011**  
**American College of Medical Technology** - Gardena, CA

**Police Academy Orientation Course CJ54, 01/2023**  
**Goldenwest College** - Huntington Beach, CA

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**LANGUAGES**

**English:**

Native/ Bilingual

**Korean:**

Professional