

JOYCE HUI

Irvine, CA ▪ (925)309-9986 ▪ johuhome@gmail.com

WORK EXPERIENCE

KY Sushi

Irvine, CA

Server

May 2022 – Jan 2024

- Delivered exceptional customer service by greeting and seating guests promptly, ensuring a welcoming atmosphere and efficiently managing dining room flow for optimal guest experience.
- Played a key role in onboarding and training new team members, contributing to a positive workplace culture and elevating service standards.
- Managed food orders for delivery platforms such as DoorDash, Grubhub, Uber Eats, and Fantuan, ensuring accuracy and timely fulfillment for off-site customers.
- Leveraged proficiency in three languages to facilitate seamless communication with staff and customers, improving order accuracy and enhancing service efficiency.
- Delivered personalized menu recommendations, resulting in a 30% increase in customer tips by enhancing the dining experience.
- Monitored and addressed customer dietary restrictions and food allergies, ensuring a safe and enjoyable dining experience for all guests.

Sinceretea

Walnut Creek, CA

Barista

May 2021– Aug 2021

- Managed daily operations, ensuring the quality of ingredients and consistency in beverage preparation, leading to a high level of customer satisfaction.
- Conducted weekly inventory assessments and provided actionable insights to management, streamlining inventory control processes and reducing waste.
- Trained and mentored new staff in memorizing 15+ drink recipes and utilizing equipment, fostering team development and ensuring smooth workflow during busy hours.
- Collaborated with team members to efficiently handle high-volume orders during peak times, maintaining quality and service speed for in-store and online customers.

Abercrombie and Fitch

Walnut Creek, CA

Brand Representative

Sept 2019– March 2020

- Elevated customer service by proactively greeting and assisting shoppers, creating a welcoming store environment while adhering to merchandising and visual standards.
- Supported management in key administrative functions, including phone communications, meeting coordination, new hire training, and event planning.
- Enhanced the shopping experience by designing and executing visually appealing marketing displays that aligned with seasonal promotions and brand messaging.
- Collaborated with team members to efficiently process 600+ customer orders within an 8-hour period during the busy holiday season, ensuring high productivity and customer satisfaction.

EDUCATION

UNIVERSITY OF CALIFORNIA, IRVINE | School of Social Sciences and Social Ecology **Irvine, CA**

Bachelor of Arts in Economics and Psychological Sciences

- **Academics:** 3.83/4.0; *cum laude*
- **Activities:** Human Resources Management Association, Peer Educator (Portfolio Committee - UCI Counseling Center), Psychology Student Association

ADDITIONAL

- **Skills:** Microsoft (Word, Excel, Powerpoint, Outlook) Google (Docs, Spreadsheets), Slack
- **Languages:** Cantonese (Advanced) | **Interests:** Asian American mental health, sustainable fashion, true crime, cooking