

CHRIS SUN

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OBJECTIVE

Student currently attending the University of South Carolina who is looking for a position within the hospitality industry. Gaining this job and using the experience that I learn from this position, I would want to enhance my ability within the customer service field as my major, hospitality management. This job would only help me in my goal where in the future, I want to own hospitality business.

SKILLS & ABILITIES

- Active Listening- Always concentrating, understanding, and giving a clear respond to the situation or problem that someone has for me.
- Problem Solving- Think about the problem that presented to me and think of all the possible solutions that could be best fit the problem.
- Teamwork- Working at BI-LO allowed me to work with different people and work as a team to solve problems that happen at our store.
- Time Management- When working at BI-LO, my time management skills were at use when I had to get my responsibilities done for the day, at a certain time, usually when I suppose to be off.
- Organization- When I'm schedule for the dairy department, I had to keep up with paperwork on the temperature of the dairy coolers and the frozen foods.
- Communication- Always putting a smile on my face whenever someone asks me a question about a problem they have. Always giving a clear respond to their question and asking if they need me to do anything else for them.
- Software Experience- Have excellent experience of performing efficient work in the different types of software like Word, PowerPoint, Excel, and Access. Two semester of computer classes.

EXPERIENCE

**June 30th,
2018- Present**

Store Associate, BI-LO (864) 967-4986 & (803) 926-0312

· During my time with the BI-LO, I held multiple positions during the two-plus years there. I first started out as a bagger, where I would bag customers groceries for them and would sometime help them take the groceries out to their vehicles if they needed me to. I also started out as a cashier as well, where I would greet customers about their time shopping with us and just engaging in a conversation about anything else in general. Once I was starting to gain experience, my manager decided to move to work on groceries in the back, where I would mostly stocked dairy products at first then would slowly move out of the dairy cooler and more into processing what each product goes into which area of the store and helping unload groceries products from trucks as well. As I transfer to the BI-LO down in Cayce, South Carolina, my manager was giving in more responsibilities in the grocery department then I ever had before. My responsibilities included breaking down the grocery truck onto the flows for third shift every Sunday, Tuesday, and Thursday which took hours. Another responsibility that I held was making sure that once I was done with putting a product onto the shelves, that punch in the codes that is related to a specific product, into the system so that the store knows that specific product isn't on the shelves but in the backroom. This is a very important task within my department due to losing the products could result in money being lost or products expiring.

EDUCATION

**August 26th,
2019- May 5th,
2020**

No Degree, 316 S Beltline BLVD, Columbia, South Carolina
29205, Midlands Technical College/Gamecock Gateway Program.

**August 20th,
2020- Present**

No Degree, 902 Sumter Street Access/ Liber College Columbia, SC
29208, University of South Carolina, Majoring in Hospitality
Management.

COMMUNICATION

My communication skills are at an excellent level. Due to my experience working at BI-LO, my communication skills are always at work every time I'm on the clock when I'm talking to costumers about anything in general or talking to my co-workers about how to reach a solution to a problem. When communicating with my manager or co-workers, I'll never raise my voice or be disrespectful towards them because everyone is human and deserve to be the same way that I would want to be treated. When communicating over the phone, I always speak clearly and have a good tone to whoever needs help over the phone or in person.

LEADERSHIP

Never really held a position that title me as a leader of an organization but due my experience at BI-LO, my managers had trusted me in training new co-workers whenever if it's as a bagger, cashiers, or in the dairy department. Whenever our manager is in the office, they would sometimes ask me to keep a good eye out on the cashiers and bagger and making sure that they were doing their task. Also keeping up with the customers and making sure that the customer service is up to what they expected and keeping an eye out if customers are trying to steal our store products.