

Tracy Cheung

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EXPERIENCE

Sharetea, Arcadia-Rosemead-Monrovia, Team Member

September 2020 - present

Opening closing shift; Maintain proper customer service; Prepare Sharetea hot or cold drinks; Cleaning duties; Operate cash register; Process POS transactions; Inspect ingredients in storage; Answer phone; Resolve guest complaints

International Buffet, Montebello — Hostess, Waitress

June 2018 - March 2020

Opening closing shift; Maintain proper customer service; Prepare simple hot or cold beverages; Cleaning duties; Inspect work stations; Operate cash register; Process POS transactions; Organize seatings; Inspect food in storage; Assist both FOH and BOH; Answer phone; Resolve guest complaints

ACI Institute, Arcadia — Secretary, TA

June 2016 - August 2017

Grade and record scores; Evaluate student performances; Classroom management; Tutor; Assist with curriculum development and test administration; Classroom and restroom sanitation; Phone calls; copying, faxing, filing documents

EDUCATION

University of California, Riverside — Global Studies

September 2018 - June 2022

Arcadia High School, Arcadia — Diploma

August 2014 - June 2018

Others

Link Crew — Member from 2016-2018

Help incoming freshman smoothly transition into high school life by coordinating events and connecting individually

SKILLS

Communication
Area cleanliness
Customer service
Teamwork
Sorting
Bill Computation

LANGUAGES

Mandarin native speaker

Intermediate Spanish