

Lydia Shim

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LINKS

- <https://github.com/lshim98>
- <https://lshim98.github.io/lshim.github.io/>

PROFESSIONAL SUMMARY

Student pursuing a Marketing degree and is eager to learn extensive knowledge and to achieve long-term goals. Dedicated to working hard no matter the position to make positive contributions to society.

WORK HISTORY

Raising Cane's Chicken Fingers. Hilliard, OH
Crew Member | 09/2017 - Current

- Worked flexible hours; night, weekend, and day off shifts.
- Kept food preparation area, equipment and utensils clean and sanitary. Wiped counters and sanitized equipment to maintain clean food prep and dining areas.
- Replenished condiments, beverages and supplies while maintaining cleanliness of service areas. Checked completed orders for accuracy and bagged meals for easy carrying.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
- Trained other employees in customer service, food safety and performance requirements.

Kohls Department Store. Columbus, OH
Retail Sales Associate | 08/2017 - 09/2017

- Greeted customers, helped locate merchandise, and suggested suitable options.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Assisted customers by answering questions and fulfilling requests.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.

SKILLS

- Cash Handling
- Verbal and written communication
- POS Systems
- Teamwork
- Cultural expertise
- Multitasking abilities
- Analytical skills

EDUCATION

Ohio State University
Columbus, OH
Expected in 12/2025

BBA: Marketing

- Minored in [DESIGN THINKING]

Franklin University
Columbus, OH
2019

GED

Dublin Coffman High School
Dublin, OH
05/2017

High School Diploma

ART

- Sketching
- Drawing
- Acrylic Painting
- Craftsmanship