# Karine Yu

*Customer Service Professional*

Los Angeles · California · US

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## Summary

Detail-oriented customer service professional with over 7 years of experience in the hospitality and retail industries. Recognized for strong interpersonal skills, a positive attitude, and the ability to manage daily operations in fast-paced environments. Now seeking new challenges to leverage my organizational abilities and customer relations background. Open to learning new sectors and contributing to team success.

## Experience

### Receptionist & Guest Relations Associate at Sunrise Suites Hotel

01 Feb 2022 – 31 Dec 2023

Managed front desk operations, greeted and checked in guests, and responded to guest inquiries. Assisted in booking events and coordinating small group reservations. Processed payments, handled cash and credit card transactions, maintained accurate records. Supported hotel management in daily tasks as needed.

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### Retail Associate at Brickwell Books & Gifts

01 Jul 2019 – 31 Jan 2022

Assisted customers in selecting products, answered questions, and provided recommendations. Operated POS system, processed returns, and ensured displays were tidy and inviting. Helped organize in-store signings and community events.

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### Customer Service Representative (Seasonal) at BestCall Contact Center

01 Nov 2018 – 30 Apr 2019

Provided telephone support for online retail inquiries and managed basic order issues. Logged customer feedback and escalated issues as needed.

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### Event Staff (Part Time) at QuickServe Events LLC

01 May 2017 – 31 Oct 2018

Supported logistics for local fairs, small conventions, and private parties. Assisted in event setup and breakdown, provided directions and support to attendees.

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## Education & Training

### Associate Degree (Incomplete), Communications

Los Angeles Valley College

01 Jan 2015 – 31 Dec 2017

### High School Diploma

Washington Preparatory High School

– 01 Jun 2015

## Skills

Customer Service, Front Desk Operations, Cash Handling, Event Assistance, Conflict Resolution, Order Processing, Microsoft Office, Basic Social Media Familiarity, Time Management, Teamwork, Inventory Management, Point of Sale Systems, Hospitality Etiquette, Food Safety Awareness, Visual Merchandising, Email Communication, Scheduling, Telephone Etiquette

## Languages

### English | – Present

Native

### Spanish | – Present

Basic (Conversational)

## Certifications & Credentials

### Food Handler Card | 2023-01-01

California

## Awards

### Employee of the Month | – Present

Sunrise Suites Hotel

Awarded “Employee of the Month” three times at Sunrise Suites Hotel for outstanding guest service.

## Interests

### Local history and architecture tours | – Present

### Baking and food blogs | – Present

### Community event volunteering | – Present

## References

### – Present