# Chloe Ruiz

*Customer Service Professional*

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*Layout style: hybrid*

## Summary

Energetic customer‑service professional with 7 years of experience in retail, hospitality, and event coordination. Known for building strong guest relationships, managing point‑of‑sale systems, and handling high‑volume environments. Seeking a new challenge where my interpersonal skills and reliable work ethic can add value.

## Experience

### Barista & Shift Supervisor at Cafe Luna

Mar 2020 – Oct 2023

Seoul, South Korea

Barista & Shift Supervisor at Cafe Luna, Seoul, South Korea.

* Prepared specialty coffee drinks and maintained quality standards.
* Managed daily cash reconciliation and inventory of coffee beans and supplies.
* Trained new baristas on equipment use and customer‑service protocols.
* Oversaw opening/closing procedures and ensured compliance with health‑safety guidelines.

### Event Coordinator (Contract) at Mosaic Events

Jan 2017 – Feb 2019

Seoul, South Korea

Event Coordinator (Contract) at Mosaic Events, Seoul, South Korea.

* Planned and executed corporate and private events for up to 300 attendees.
* Coordinated with venues, catering, and AV vendors to meet client specifications.
* Produced event timelines, budgets, and post‑event reports.
* Assisted in marketing the events through social media channels.

### Front Desk Receptionist at Hotel Harborview

Jun 2014 – Dec 2016

Incheon, South Korea

Front Desk Receptionist at Hotel Harborview, Incheon, South Korea.

* Handled guest check‑in/out, reservations, and inquiries in English and Korean.
* Managed phone systems and processed billing using the hotel’s PMS.
* Acted as Night‑Shift Lead during weekend shifts, supervising a team of 2 junior staff.
* Resolved guest complaints and ensured high satisfaction scores.

### Sales Associate at Sunshine Boutique

Apr 2012 – May 2014

Incheon, South Korea

Sales Associate at Sunshine Boutique, Incheon, South Korea.

* Provided personalized assistance on apparel selection and styling.
* Operated POS system, processed transactions, and performed daily cash counts.
* Conducted visual merchandising and maintained stockroom organization.

## Education & Training

### Associate of Applied Science, Business Administration

Incheon Community College

2010 – 2012

### Bachelor of Arts, Communications

Seoul Arts University

2013 – 2015

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| **Skills**  Core Skills  **Languages**  Spanish — Native speaker  Korean — Basic conversational  English — Fluent  **Certifications**  ServSafe Food Handler Certification | 2021  ServSafe  **Awards**  Top Sales Performer | 2013-07  Sunshine Boutique  Achieved highest monthly sales turnover at Sunshine Boutique (Q3 2013).  Fundraiser Success | 2018-11  Mosaic Events  Organized a charity gala for Mosaic Events that raised $5,000 for local nonprofits. | **Interests**  Travel photography  Home‑brewing coffee  Yoga  Contemporary dance  **References**  **References**  Available upon request. |