**Hanna Kang**

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**Summary of Skills:**

* Excellent oral and written communication skills, and strong interpersonal skills
* Able to work efficiently in a team environment or as in individual
* Fluent in English and Korean
* Proficient with Ms Office, Internet, POS, Windows XP, Photoshop
* Possesses excellent time management skills and organizational skills

**Education and Awards:**

* **George Brown College** (Toronto)
* Hotel Management Program (Sept,2006-Dec,2009)
* **Ryerson University** (Toronto)
* Hospitality and Tourism Management (Sept,2005-June,2006)
* Received Entrance Scholarship

**Work Experiences:**

* **The Westin Prince Hotel** (Toronto)
* **Front Desk Agent** (Sept,2007-Dec,2009)

-Check in and out guests at the correct time

-Anticipated guest’s needs and respond promptly and acknowledge all guests

-Resolved guest complaints, ensuring guest satisfaction

-Obtained back-up information for guest payment method and input into system

and collect bash when designated

* **Private Tutor** (Toronto)
* **Tutor for Elementary Students** (Jan,2006-Aug,2009)

-Tutored students individually and in groups to improve their English

-Focused on oral communication, writing and reading based on school curriculum

-Assisted students in basic math and science

-Translated to the parents at teacher’s meeting day if needed

* **Hosu Bistro** (Toronto)
* **Assistant Manager** (Nov,2006-Oct,2007)

-Took customer’s orders in pleasant and efficient manner

-Inspired staff to fulfill their individual as well as organizational goals

-Took necessary actions for new recruitment and training with appropriate evaluation

-Managed account discrepancies, product delivery and cost allocation

**Certificates:**

* TESOL/TESL Certified – University of Toronto ; Oxford Seminars
* BACISCS.fst Food Handler-level food safety
* Emergency First Aid and CPR

**Volunteer Experiences:**

* **Korean Cultural Event: Comedy Show** (June, 2005)
* Sold tickets to audiences
* Promoted and advertised the event
* **Mil-Al Presbyterian Church: Vacation Bible** Study (July,1999-Aug,2002)
* Planned and organized meals and activities
* Managed and controlled all financial situations regarding craft activities

**References Available Upon Request**