

Esther Kim

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EDUCATION

University of Georgia

Bachelor of Business Administration in Management Information Systems

Major GPA: 4.00/4.00; Cumulative GPA: 3.98/4.00

Athens, GA

May 2021

WORK EXPERIENCE

Chick-fil-A

Team Leader of Hospitality and Customer Service

Madison, GA

May 2015-Present

- Collaborate with fellow team leaders and team members efficiently in a fast-paced environment.
- Train newly-hired employees and designate various daily tasks to 5-10 team members on the front counter.
- Communicate with Chick-fil-A IT services in order to resolve technological issues faced with the iPOS system.
- Serve guests enthusiastically, while handling conflicts when necessary, in both of the drive-thru and counter area.
- Reconcile cash drawers at the end of each shift to maintain a balance of \$200 for the next shift and/or work day.

University of Georgia

Teaching Assistant for Introduction to Information Systems 2090

Athens, GA

August 2019- Present

- Attend 1 hour and 30-minute lecture twice a week.
- Facilitate exam procedures and proctor exams once a month.
- Assist 280 students in creating, utilizing, and understanding Excel spreadsheets.
- Review homework, projects, quizzes and assign grades based on specific measures given by the professor.
- Respond to students' emails and conduct weekly walk-in office hours to answer any questions about class assignments.

Promise Summer School

4th Grade Teacher

Suwanee, GA

June 2018-July 2018

- Instructed a classroom of 30 students ages 10-11 five days a week.
- Collaborated with a team of 3 teachers to construct 30 unique math, science, and writing lesson plans.
- Organized a variety of projects and activities to engage students and enhance understanding of complex concepts.
- Set goals and standards in order to successfully maintain classroom conduct.
- Strengthened communication and collaboration skills through my interactions with students, parents, and other teachers.

CAMPUS INVOLVEMENT

Management Information Systems Advisory Board

Student Representative

Athens, GA

August 2019-Present

- Support the department's director in executing a variety of tasks such as brainstorming ideas, coordinating MIS events, and contacting corporate representatives.
- Contribute to board meetings and take organized notes on the details of upcoming events and the delegation of responsibilities.
- Manage projects individually and in collaboration with other board members.

Society for Management Information Systems

Member

Athens, GA

August 2019-Present

- Participate in professional development workshops to sharpen resume, interview, and presentation skills.
- Learn about successful technical companies by attending company presentations and meeting representatives.

Women in Business

Athens, GA

Member

August 2019-Present

- Foster relationships with other women in business at general meetings and social events.
- Improve networking skills by conversing with professionals in several business-related industries.

SKILLS

Technical: Proficient in Microsoft Excel, Microsoft Word, Microsoft PowerPoint; Basic knowledge of SQL**Personal:** Time management, customer service, communication, goal-oriented**Language:** English, Korean**HONORS AND AWARDS**

- Summa Cum Laude, Dean's List 2017-Present
- Zell Miller Scholarship Recipient 2017- Present
- Arch Ready Certification 2019
- Presidential Scholar 2017
- Chick-fil-A Team Leader of the Year 2017