



# Gina Guan

Intern/Part-time/Full-time

## Details

### Phone

4252816396

### Email

imginana7@gmail.com

## Languages

### English

● ● ● ● ●

### Chinese Mandarin

● ● ● ● ●

## Skills

### Effective Time Management

● ● ● ● ●

### Ability to Multitask

● ● ● ● ●

### Fast Learner

● ● ● ● ●

### Computer Skills

● ● ● ● ●

### Appraisal Valuation

● ● ● ● ●

### Market Analysis

● ● ● ● ●

### Communication Skills

● ● ● ● ●

### Customer Service

● ● ● ● ●

### Microsoft Office

● ● ● ● ●

### Workflow Optimization

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## Profile

Dedicated and professional in customer service providing quality care for ultimate customer satisfaction. Well developed communication skills and able to strengthen the relationship with clients. Capable of identifying customer needs and delivering effective solutions to all problems. Excellent at understanding new concepts quickly and retaining new information. Bringing forth a motivated attitude and the ability to establish outstanding performance working with others.

## Education

### University of Washington, Bachelor of Science degree in Real Estate

Sep 2021 – Present 📍 Seattle

Relevant Coursework: Property Transactions, Development Process, Housing Market and Policy, Valuation and Appraisal, Finance and Investment, Market Analysis, Affordable Housing

### Bellevue College, Associate degree in Business

Sep 2019 – Jun 2020 📍 Bellevue

Relevant Coursework: Principles of Accounting, Micro and Macro Economics, Business Administration Statistical Analysis, Business Law

## Employment History

### Associate Banker-ME, JPMorgan Chase

Jun 2022 – Present 📍 Seattle

- Helping customers with everyday transactions, consistent accuracy with zero error
- Discover client needs and refer to One Chase Partners work towards their financial goals
- Build trust and meaningful relationship with clients
- Educate customers on Chase banking technology to make banking easy

### Server Lead, Ishoni Yakiniku

Mar 2021 – Present 📍 Seattle

- Ensured optimal guest experience by seating guests, taking orders, serving dishes, and removing dinnerware promptly in a timely manner
- Managed orders and accompanying financial transactions

- Knowledgeable recommended menu items based on customer needs and preferences
- Negotiated and resolved customer concerns

### **Shift Lead, Sharetea**

May 2016 – Apr 2020  Redmond

- Greeted and Interacted with an average of 300+ customers a day
- Able to make drinks and toppings for customer quickly
- Record and manage inventory, ensuring the shop is adequately stocked
- Training, supervising and evaluating employees
- Accounting for all cash handling