RESUME

KIM MIN JI

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EDUCATION

Seoul National University

Bachelor of Computer Science and Engineering (2021 - Present)

GPA: 3.8/4.3

EXPERIENCE

University IT Help Desk Assistant (2022.03 - Present)

- Provided technical support for 200+ students and faculty members

- Managed hardware/software installations and troubleshooting

- Handled 30+ daily support tickets through help desk system

Retail Part-time Staff at Zara (2023.06 - 2023.12)

- Assisted customers and managed POS system

- Coordinated with management for inventory and sales reports

- Handled English-speaking customers

PROJECTS

University Department Website Maintenance (2022.09 - 2023.02)

- Managed and updated department website

- Monitored server status and performed regular maintenance

- Collaborated with faculty for content updates

SKILLS

- Technical: Windows OS, Office 365, Basic networking, Help desk systems

- Language: Korean (Native), English (Business level - TOEIC 900)

- Soft Skills: Customer service, Problem-solving, Team collaboration

CERTIFICATIONS

- CompTIA A+ (2023)

- Microsoft Office Specialist (2022)