

# Chang Min Moon

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## EDUCATION

Bachelor of Science

Selling And Sales Management, Purdue University-Main Campus, West Lafayette, IN

Expected in January 2027

## EXPERIENCE

**Station Attendant**, Seoul Metro

August 2022-May 2024

Seoul, South Korea

- Resolved over 50 daily customer complaints, ensuring compliance with service standards, and improving passenger satisfaction.
- Promoted and sold subway cards to diverse customers, achieving a 150% sales increase during the entire employment season.
- Assisted international travelers by providing bilingual support (Korean/English/Mandarin), enhancing convenience for diverse customers.

**Associate**, SHINIL PNS

May 2022-August 2022

Ulsan, South Korea

- Organized and entered over 50 receipts and bank records weekly, preventing reporting errors.
- Managed and processed approval forms and various documents, reducing administrative delays.
- Manufactured more than 1,000 PVC bag daily, ensuring consistent quality and on time completion

**Nursing Home Volunteer**, Hannam Public Nursing Home

February 2020-Current

Seoul, South Korea

- Provided compassionate care and companionship to elderly residents, supporting emotional well-being.
- Trained and guided new volunteers on elderly care routines, improving team consistency and resident satisfaction.
- Built long-term trust with seniors and staff, strengthening communication skills.

## SKILLS

- Korean - Fluent
- English - Advance
- Mandarin - HSK Level 4
- Salesforce - Certified Sales Foundation
- Microsoft Office – Advanced
- Spreadsheet & Database Specialist – level 1