

# Dae-Hyun Kim

## Community Specialist

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(123) 456-7891 | daehyunkim@example.com | New York, NY | bandana.co/profile/daehyunkim

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### PROFESSIONAL SUMMARY

Enthusiastic and adaptable professional with a foundation in social services and community engagement. Experience in customer service roles, coupled with volunteer work in local community organizations, has honed my skills in communication, organization, and empathy. Recognized for consistently going above and beyond to deliver outstanding results.

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### WORK EXPERIENCE

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#### Volunteer Coordinator

Hudson Outreach Center, New York · February 2020 - Present

- Coordinated volunteer recruitment and training efforts, increased active volunteer numbers by 20%.
- Developed a roster system improving volunteers' availability utilization by 30%.
- Organized fundraising events, surpassing the target by 15% each time.
- Managed COVID-19 virtual volunteering shift for online Community Specialist activities.

#### Front Desk Agent

The Fletcher Hotel, New York · July 2017 - January 2020

- Provided exceptional guest experience, earning Employee of the Month three times for customer satisfaction.
- Coordinated special event bookings, ensuring seamless experiences for guests and event facilitators.
- Handled customer complaints and developed conflict resolution skills for community-related issues.

#### Intern

Queens Public Library, New York · June 2016 - June 2017

- Assisted in organizing community literacy programs and workshops, engaging diverse patrons.
- Performed administrative tasks, honed organizational and multi-tasking abilities.
- Helped create a more welcoming atmosphere for non-native English speakers.

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### EDUCATION

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#### Bachelor's Degree in Sociology, New York University

New York, New York

- Concentrated on urban sociology and community development.

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### SKILLS / LANGUAGE / CERTIFICATIONS

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- Hard skills:** Event Coordination, Conflict Resolution, Administrative Proficiency, Basic Counseling.
- Soft skills:** Exceptional Communication, Empathy, Cultural Sensitivity, Teamwork, Initiative.
- Language:** Fluent English and Korean
- Certifications:** ServSafe Certification

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### INTERESTS

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Urban Cycling, Playing the Violin, Volunteering at Neighborhood Cleanups, Reading Non-fiction, Cooking Korean Cuisine

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