

# Moon Su Kang

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Champaign, IL | [contact.michaeldev@gmail.com](mailto:contact.michaeldev@gmail.com) | [moonsu.me](http://moonsu.me)

- Although I have extensive work experience in South Korea, I am eager to gain experience in the United States, starting with on-campus employment. I am committed to adapting and integrating into the American work environment while contributing to the campus community.

## **GOYANG HIGH SCHOOL | 2013 MAR – 2016 FEB**

- Major: Pet Management

## **PARKLAND COLLEGE | 2024 AUG – 2026 MAY**

- Major: Computer Science
- GPA: 4.0/4.0

## **Skills & Abilities**

### **MANAGEMENT**

- I had the opportunity to rapidly advance in an inbound and outbound customer service company, where I was recognized for my performance. This led to a promotion, allowing me to manage a small team effectively.

### **SUPPORT**

- I have over two years of experience in customer support, where I handle various customer inquiries and issues, ensuring a high level of satisfaction and resolution.

### **COMMUNICATION**

- With experience as both a planner and a developer in South Korea, I have a strong understanding of the importance of communication in the workplace. I am confident in my ability to communicate effectively in various professional settings.

### **LEADERSHIP**

- During my military service in South Korea, I served as a squad leader, where I successfully led and managed my squad, demonstrating strong leadership skills.

## Experience

### **CS MANAGER | HYOSUNG ITX | JUL 21 ~ APR 22**

- Managed high-volume customer complaint resolution within the Customer Service department.
- Promoted to Team Lead, overseeing a team of approximately 300 contract and part-time staff.
- Focused on maintaining service quality and ensuring efficient issue resolution across the team.

### **CX MANAGER | DELIVERY LAB | MAY 22 ~ NOV 22**

- CX Planning and VOC Management.
- Handled complex client situations with solutions.
- Project management.
- Collaborated with designers, planners, and software engineers.

### **SOFTWARE ENGINEER | MARVEL SYSTEM | FEB 24 ~ MAY 24**

- Solution Refactoring and Client-Specific Customization Refactored and customized solutions using Java, the Spring framework, and jQuery to meet diverse client requirements.
- Managed deployment and infrastructure for solutions, ensuring operating.
- Experience with both on-premises and server-based environments.

### **STUDENT WORKER | PARKLAND COLLEGE | AUG 24 ~ MAY 26**

- Tutor
- One-on-One, group and online tutoring sessions for students on Math (Calculus, Algebra, Trigonometry), Computer science (Programming, Algorithms, Data structure), and Statistics.
- Advising services
- Student-Adviser Matching: Facilitating personalized connections between students and advisers based on academic majors, ensuring tailored guidance and support for each student's unique educational journey.
  - Inquiries and Communication: Responsively addressing inquiries and managing phone communications to provide timely information and assistance, enhancing the overall student experience.