

Heejeong Kim

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SUMMARY

Bachelor of Computer Science graduate with strong analytical and problem-solving skills. Proficient in data analysis, SQL, Excel, and data visualization, with a passion for turning data into actionable insights. Detail-oriented, adaptable, and eager to learn and contribute to data-driven decision making.

EDUCATION

Bachelor of Computer Science

University of Manitoba, Winnipeg, MB

International Undergraduate Student Scholarship, University of Manitoba

TECHNICAL SKILLS

Languages: SQL, Python, Java, C, HTML, CSS, JavaScript

Tools: Microsoft Excel, Power BI, Power Point, GitHub, Figma, Visual Studio Code, Android Studio

Databases: Microsoft SQL Server, MySQL, SQLite

WORK EXPERIENCE

Supervisor

Starbucks | 2024 – Present

- **Reduced average drive-through times by 25%** by analyzing workflow and eliminating operational bottlenecks.
- Managed staff scheduling and daily operations to meet service level targets during peak business periods.
- Lead weekly performance report meetings with management and supervisor team, synthesizing previous operational data to set actionable targets and strategy for the upcoming week.

Barista Trainer | Barista

Starbucks | 2022 - Present

- Standardized and restructured the 40-hour onboarding curriculum, implementing a training strategy that accelerated new partner proficiency and was formally adopted store-wide to ensure operational consistency.
- Mentor and coach new team members in a high-volume environment, providing clear, real-time guidance that enables partners to meet daily productivity and service targets.

PROJECTS

Employee Attrition Analysis ([Link](#))

Developed a predictive modeling framework and Power BI dashboard to analyze workforce stability, successfully identifying high-risk churn and driving data-informed retention strategies.

- **Data Cleaning:** Cleaned, transformed, and validated large HR datasets using pandas and SQL to uncover critical attrition drivers and organizational trends.
- **Data Analysis:** Developed a logistic regression model using Python to identify high-risk employees, successfully **reducing projected company attrition from 16.1% to 7.6%**.
- **Data Visualization:** Built a dashboard using Power BI to visualize turnover risks and perform “what-if” simulations to measure the business impact of retention strategies.

Starbucks Space Efficiency Analysis ([Link](#))

A self-directed operational study by manual data collection and analyzing customer seating behaviour.

- **Capacity Utilization Analysis:** Analyzed 300+ customer data points to model seating behaviour, then built a Power BI dashboard to visualize throughput efficiency.
- **Strategic Optimization:** Synthesized outcomes into actionable recommendations to optimize store layout and customer flow as part of a self-directed operational study.