

Heejeong Kim

Heejeong339@gmail.com | (204) 298-4398 | [Portfolio](#) | [LinkedIn](#) | [GitHub](#)

SUMMARY

Bachelor of Computer Science graduate with technical knowledge in SQL, Python, databases, and data analysis, along with experience analyzing workflows and improving operational efficiency. Highly organized and adaptable, with strong willingness to continuously learn new technologies and skills to improve both personal performance and team success.

EDUCATION

Bachelor of Computer Science

University of Manitoba, Winnipeg, MB

International Undergraduate Student Scholarship, University of Manitoba

TECHNICAL SKILLS

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

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

Databases: MySQL, SQLite, HSQLDB

Productivity: Microsoft 365, Google Workspace

Course Knowledge: Database Concepts, Statistics, Software Engineering, Technical Communication, Project Management, Computer Systems, Programming Practice

WORK EXPERIENCE

TELUS Digital AI Data Solutions

Data Analyst | Freelance

Aug 2025 – Present

- Review and label large volumes of data to ensure accuracy and consistency for model development
- Follow structured operational guidelines and documentation for consistent outputs
- Perform end-to-end evaluations across text, image, audio, and video to improve AI/ML model accuracy and safety

Starbucks

Shift Supervisor / Barista Trainer

June 2022 – Present

- Analyze floor workflow and task allocation to identify bottlenecks, reducing average drive-through times by 25%
- Manage store operations and lead a team with a focus on positive relationships and effective conflict resolution
- Create and implement a 40-hour training program with checklists to standardize onboarding

PROJECTS

Starbucks Space Efficiency Analysis | Excel, SQL, Power BI

- Collected 300+ raw customer journey data points during weekday shifts to analyze store seating behaviour
- Used SQL to clean the dataset and calculate key retail metrics, including Revenue Per Minute and stay duration
- Built a Power BI dashboard to visualize spatial bottlenecks, table monopolization, and seating efficiency patterns.
- Proposed data-driven zoning and peak-hour seating policies to maximize table turnover and revenue efficiency.

Employee Attrition Analysis | Python, SQL, Power BI

- Cleaned and validated HR analytical data using Python, pandas, and SQL to identify attrition trends
- Analyzed employee attrition factors, including overtime, department, salary, and work-life balance
- Built a Power BI dashboard to visualize employee turnover insights

Study With Me (Mobile Application Development)

- Developed a mobile study tool using Android Studio and HTML to help users organize course content
- Implemented local data storage logic to enable users to save, modify, and retrieve study notes reliably
- Designed a user-friendly interface focusing on practical functionality and ease of navigation