

DUSTIN ERNIE MUNDA

55 - 220 Kulanui St., Laie, Hawaii

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PROFESSIONAL SUMMARY

Proven communication and customer service skills from Polynesian Cultural Center. Four-year track record as proficient Virtual Assistant on Amazon and eBay. Committed to ongoing learning and networking.

EDUCATION

Bachelor of Science in Business Marketing Concentration

2023 - 2027

Brigham Young University - Hawaii, Laie, Hawaii

Minors in Information Technology and Theater.

WORK EXPERIENCE

Ticket Taker

April 2024 - Present

Guest Services, Polynesian Cultural Center, Laie, HI

- Delivered detailed product and service information to customers, enhancing understanding and satisfaction daily.
- Addressed guest request and complaints in person, ensuring prompt and satisfactory resolutions to enhance guest experience. daily.

Server

April 2023 - April 2024

Luau, Hale Aloha, Polynesian Cultural Center, Laie, HI

- Delivered customer service to ensure hundred percent of satisfactory.
- Ensured courteous, quick, and efficient service for more than 50 guest.
- Executed accurate processing of more than 50 daily orders.
- Welcomed hundreds customers, addressed questions, and recommended specials daily.

E-commerce General Virtual Assistant

December 2018 - April 2023

eBay, Amazon, Facebook Meta, Oklahoma City

- Delivered exceptional customer service, ensuring satisfaction and loyalty among 20+ diverse clientele.
- Managed returns efficiently, resolving an average of 10 customer complaints weekly to ensure high satisfaction.
- Compiled comprehensive inventory reports weekly, ensuring accurate stock management.

VOLUNTEER WORK

Branch Clerk

March 2022 - April 2023

The Church of Jesus Christ of Latter-day Saints, Kabacan, Philippines

- Maintained accurate records of membership and attendance.
- Supervised Financial records and transactions for branch weekly.

Full-time Missionary

December 2015 - December 2017

The Church of Jesus Christ of Latter-day Saints, Baguio City, Philippines

- Strengthened communication skills by engaging with individuals from diverse backgrounds daily.
- Volunteered in service projects to assist local communities and build positive relationships.

ADDITIONAL INFORMATION

Software Skills: Experienced with tools and software such as Tableau, JES, Inkfrog, Zik Analytics, and Sku Grid.