

YU-CHEN LIN

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Summary

Bilingual (Mandarin and English) professional with three years of experience in frontline execution and management across the service industry, combining hands-on operational expertise with a strong passion for training and development. Skilled in designing and delivering onboarding, on-the-job training, management training, and train-the-trainer programs, while effectively performing core operational duties. Experienced in creating and systematizing training processes to improve organisational capability, strengthen employee performance, and support business goals. Recognised for proactively initiating and managing training projects that drive team collaboration and service excellence. Bridged the Western Instructional Design frameworks with Eastern work condition realities via my integrated design of the HR LearnOps Framework. Seeking to pursue a long-term career in training and development, ideally in Taiwan or in the UK.

Skills

- Training Delivery
- Conflict Resolution
- Team Management & Leadership Development
- Operations Management & Compliance
- Customer Service & Sales
- Human Resources
- Strong Multitasking
- Learning & Development
- Event & Project Coordinator
- Business & Process Improvement

Key Relevant Work Experience

Store Manager OKO Green	04/2025 to 05/2025 Taipei City, Taiwan
• Optimised in-store bar training methods, successfully train 1 new part-time staff to manage bar services alone after joining for 3-5 days • Strengthened job allocation and rotation along with store operations management strategies to improve customer services and sales while strengthening teamwork • Conducted business analysis and redesigned the operational model to support the continuous growth of B2B and B2C services	
Stepped down Acting Restaurant Manager Gatsby Plus	03/2025 to 03/2025 New Taipei City, Taiwan
• Adhered to strict hygiene standards while handling food items, maintaining the safety and wellbeing of customers at all times • Mentored the deputy restaurant manager with on-site management training and Train-the-training mindsets, supporting her candidacy for branch manager promotion • Accelerated OJT efficiency by reducing training time for new FOH staff from 1 month to 3-5 days through hands-on, reflective training design	
Acting Restaurant Manager Gatsby Plus	01/2025 to 02/2025 Taipei City, Taiwan
• Built the system-execution specifications-procedures for uniform inventory management, successfully received the formal authorisation to manage uniform resources management across all divisions in both restaurant branches • Managed branch-wide stock-taking schedules, and coordinated internal communications for efficient execution • Led and facilitated a successful restaurant audit with the City Department of Health, ensuring compliance with regulatory standards	
Restaurant Manager (Management trainee) Gatsby Plus	12/2024 to 12/2024 Taipei City, Taiwan
• Collaborated with other restaurant team members to perform various job roles for smooth restaurant operations • Coped with customer queries and accept reservations in person and via phone calls • Resolved customer complaints and emergencies with efficiency and professionalism to ensure customer satisfaction	
Restaurant Supervisor Shanghai Shanghai	07/2024-12/2024 Taipei City, Taiwan

- Conducted competency checks for 2 new FOH employees regarding 2 job roles via a mix of question types and practical skill assessment according to real-time situations to assess the learners on their KSAs and adaptability
- Managed the restaurant branch by assisting the new restaurant manager with daily operations, staff management, cash handling and management
- Monitored health and safety standards to maintain a clean, safe working environment

E-learning developer

06/2023 to 01/2024

Skilluminair Ltd

London, United Kingdom

- Developed engaging e-learning content by incorporating multimedia, interactive elements, and assessments
- Designed 4 interactive microlearning lessons using Articulate Rise and Storyline 360 to enhance training experiences
- Redesigned and redeveloped the company website on Wix to align with evolving business needs and user experience

Management Team Member

01/2023 – 01/2024

LHA London Ltd

London, United Kingdom

- Led a team of 16 volunteers to manage 3 divisions in a 130-bed hostel as the duty manager
- Trained and coached over 10 volunteers in housekeeping, kitchen assistance, reception, and night shift operations using a blended approach of demonstration and experiential learning
- Managed 8+ types of hostel emergencies, guest complaints, and conflict resolution, both during and outside working hours, earning positive feedback from residents, guests, and volunteers
- Conducted volunteer inductions assigned by the line management
- Designed the Excel Spreadsheet for cleaning chemicals and equipment to maintain adequate stock while keeping under monthly budget

Waitress

07/2022 to 01/2023

Duck & Noodles

London, United Kingdom

- Welcomed and assisted customers upon arrival, providing clear responses to inquiries about menu items, and ensuring a positive dining experience
- Managed point-of-sale (POS) operations, including accurate cash handling and closing procedures for the breakfast shift

Hostel Volunteer

11/2021 – 01/2023

LHA London Ltd

London, United Kingdom

- Developed rapport with guests from diverse backgrounds through active listening skills, empathy and a genuine interest in their travel experiences
- Rotated across different divisions and supported the management with volunteer training in overall hostel operations
- Initiated and Managed a project to enhance training provided for new and existing volunteers, managing stakeholders, and delivering a demo to the head office that contributed to improved onboarding and OJT design

Private English Tutor

03/2018 to 03/2019

Private recruiter

Chiayi, Taiwan

- Collaborated with parents to monitor the learning progress, providing updates on achievements and areas for improvement
- Developed individualised learning plans for the student, addressing one's specific needs and goals in language proficiency
- Delivered personalised tutoring through customised learning materials, enabling students to improve from marginal passing scores to consistent grades of 70-80+

Administrative Assistant

05/2018 to 09/2018

National Chung Cheng University

Chiayi, Taiwan

- Managed posts and parcels for the department office while exchanging official documents for administrative purposes
- Coordinated with the American professor at Nagoya University via email and in-person meetings as a teaching assistant to support the International Law Summer School Program

Education

MSc Education (Learning, Technology, and Society), University of Bristol, Bristol, United Kingdom

2022

BSc Business Administration, National Chung Cheng University, Chiayi, Taiwan

2020

Certificates

Certificate of Achievement, **Fundamental Human Resources Management Certification Program, Chinese Human Resources Management Association (CHRMA)**, Taipei, Taiwan, 2025

Certificate of Achievement, **Customer Service Management Course, StudyHub UK**, Remote in Taiwan, 2024

Certificate of Completion, **Global Leadership Training Summit, Global Leadership Organisation (GLO Taipei Chapter)**, Taipei, Taiwan, 2019