

NOU VUE

Saint Paul, MN 55117

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6514032791

Authorized to work in the US for any employer

Work Experience

IT Specialist

Noble Academy - Brooklyn Park, MN

January 2022 to Present

- Implementation, support and inventory control of applications used
- Upgrades, installs and troubleshoots networks, networking hardware devices and software
- Maintains inventory of equipment and parts as well as documentation of vendor activities
- Develops and documents system standards for computer and network devices
- Develops and implements the most efficient and cost-effective solutions
- Evaluates system specifications for business requirements
- Develops and prepares computer solutions
- Works closely with superintendent and the deputy superintendent of academics to prioritize goals and information needs
- Efficiently identifies and solves project issues
- Strong organizational, presentation and customer service skills required
- Follows other duties as assigned senior administration

Library Media Specialist

Noble Academy - Brooklyn Park, MN

January 2022 to Present

- Provides support and resources for students and staff
- Maintain proper documentation and identification of books, whether they be newly checked out, renewed, overdue, lost, and/or damaged
- Proper scanning and re-shelving of books
- Other duties as assigned by the senior administration

PCA Personal Care Assistant

Disable Home Health Care - Saint Paul, MN

February 2021 to Present

Assist patient with:

- Dressing
- Grooming
- Bathing
- Mobility
- Toileting
- IADL's (cleaning and maintaining living space)

Retail Service Specialist

O'Reilly Auto Parts - Saint Paul, MN

August 2021 to December 2021

- Generated and achieved monthly sales goals
- Used advanced program knowledge to recommend, locate or obtain merchandise for customers
- Skilled at cash handling and accounting
- Stocked shelves and verified inventory codes
- Reliable and energetic professional
- Customer Service

Accessory Specialist

Roseville Chrysler - Roseville, MN

October 2019 to March 2020

- Sell automobile accessories to customers who visit the shop
- Assist customers in selecting the right accessories according to their needs
- Answer and respond to customer inquiries regarding automobile accessories
- Explain performance of the chosen accessory and its benefits to customers
- Suggest alternative accessory in case the required accessory is not available
- Keep abreast of new and the latest automobile products and accessories
- Coordinate and assist other sales persons in the store
- Provide follow-up services to customers to inspire repeat and referral business

Personal Care Assistant (PCA)

Hmong Home Health Care - Saint Paul, MN

July 2018 to February 2020

Assist with:

- Dressing
- Grooming
- Bathing
- Mobility
- Toileting
- IADL's (cleaning and maintaining living space)

Assistant Store Manager

AutoZone - Saint Paul, MN

August 2019 to October 2019

- Managing
- Reliable and energetic professional
- Maintained accurate inventory count
- Trained new employees
- Answered telephones
- Handles sales
- Great customer services
- Trained and on-boarded new employees
- Maintained inventory on sales floor
- Managed and oversaw merchandising displays
- Operated cash register
- Handled customer complaints

- Managed price markdowns

Parts Sales Manager

AutoZone - Saint Paul, MN

December 2018 to August 2019

- Managing
- Reliable and energetic professional
- Maintained accurate inventory count
- Trained new employees
- Answered telephones
- Handles sales
- Great customer services

Delivery Driver

AutoZone - Saint Paul, MN

November 2018 to December 2018

- Deliver parts
- Parts Inventory/Stock
- Retail Services
- Customer Service

Delivery Driver

Advance Auto Parts - Saint Paul, MN

August 2018 to October 2018

- Deliver parts
- Parts Inventory/Stock
- Retail Services
- Customer Services

Paint Prep

Elo Engineering Inc - Fridley, MN

March 2013 to March 2018

- Prep parts for painters ie. sand, clean and mask with masking tape
- Inspecting of parts after they are painted
- Packaging
- Stocking
- Experience with forklift driving

Cashier/Customer Services

California Bait and Tackle - Fresno, CA

April 2009 to April 2010

- Received payment by cash, check, credit cards, or automatic debits
- Provided outstanding customer service and management
- Maintained generate sales, merchandising, and quality control
- Maintained clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans
- Stock shelves, and mark prices on shelves and items

Education

Diploma in Art

Sierra Charter School - Fresno, CA

January 2010 to January 2011

None in Automotive Technology

Duncan Polytechnical High School - Fresno, CA

January 2008 to January 2009

Skills

- Excellent customer services (3 years)
- Knowledge of Microsoft software and office equipments (2 years)
- Great organizing skills and a team player (10+ years)
- Management (1 year)
- Sales Experience
- Customer Service
- Store Management Experience
- Delivery Driver Experience
- Sales Management
- Mechanical knowledge
- Computer skills
- Supervising experience
- Microsoft Office
- Automotive repair

Certifications and Licenses

driver's license

Assessments

Customer Service Skills — Proficient

October 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

- Bilingual in Hmong and English.

- References:

Keng Yang
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