

# Brian Nguyen

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## EDUCATION & CERTIFICATIONS

<b>California State University, Fullerton</b>	<i>May 2020</i>
Bachelor of Arts in Business Administration – Information Systems	
<b>CompTIA A+</b>	<i>April 2021</i>
Expires: April 2024	

## TECHNICAL SKILLS

- Microsoft Office (Word, PowerPoint, Excel, Access, Visio)
- Operating System: Windows
- Familiar with C#, Microsoft SQL Server
- Computer Hardware Troubleshooting
- Basic Knowledge of Network Protocols

## RELATED COURSEWORK

- Business Analytics
- Introduction to Programming
- Business Telecommunications for Information System Design
- Database Management Systems
- Systems Analysis and Design
- Principles of Business Intelligence

## EXPERIENCE

### **Boiling Point**, Garden Grove, CA

*Server*

*November 2018 – March 2020*

- Delivered friendly and efficient customer service to ensure customer satisfaction
- Multi-tasked to deliver quick service to maximize daily sales
- Familiarized new customers with the menu and suggested best-selling items
- Worked with the supervisor to maintain inventory and to maintain cleanliness of the store

### **The Red Pot**, Garden Grove, CA

*Server*

*March 2017 - November 2018*

- Informed customers about the menu and drink specials for additional sales
- Communicated food orders to employees in back of house to minimize order errors
- Managed to multitask and serve 24 seat, 8 table section during times of high-volume service
- Handled customer complaints by working with management to find the best solution to satisfy customers

### **Roasting Water**, Garden Grove, CA

*Barista/Cash Register*

*September 2015 - October 2016*

- Delivered fast and efficient service by working with team members and taking initiative on tasks during busy hours
- Utilized point-of-sales system to input customers' orders to efficiently calculate daily sales
- Trained new employees to familiarize with menu items, store preparation, and cash register operations
- Answered all customers' inquiries and ensured customer expectations are met

## MEMBERSHIPS

### **Delta Sigma Pi**

*Vice President of Finance*

*January 2019 – April 2019*

- Documented and recorded the pledge class's revenues and expenses
- Communicated with each position holder in the pledge class to establish a budget
- Ensured all members of the pledge class pay the initiation fees prior to initiation
- Managed the collection of fundraising money and created a spreadsheet to track all fundraising sales