Tien Tran

tientran2290@gmail.com ❖ (714) 706-2535 ❖ Garden Grove, CA

WORK EXPERIENCE

Gem Dining   **Oct. 2020 – Dec. 2020**
Restaurant Server   *Fountain Valley, CA*
- Ensured optimal guest experience by seating guests, taking orders, and serving dishes promptly with positive attitude.
- Assisted other workers to achieve maximum efficiency during peak attendance times.
- Negotiated resolved customer concerns.

Sevenlogics   **Apr. 2019 – Sept. 2019**
Software Engineer Intern   *Diamond Bar, CA*
- Responsible for development of core mobile apps on iOS and Android.
  - Companion apps to the Sevenlogic's devices to display data easily on mobile devices.
- Coordinated with team's project manager to plan iterations and manage backlogs for mission planning, execution, and data post-processing.
- Implemented new UI and APIs to access company's database and storage in order to create a connection between apps and the web.

Cal Shabu   **Jan. 2016 – Aug. 2020**
Restaurant Server and Shift Leader   *Costa Mesa, CA*
- Focused on signature multi-skill customer service and retention to help achieve management goal of 100% customer satisfaction.
- Lead Server with responsibility for overseeing opening / closing and mentoring new servers regarding menu items, company policies and procedures.
- Served in fast-pace environment and managed time for an optimal experience for each guest.

EDUCATION

California State University, Fullerton   **May, 2018**
Bachelor of Science, Computer Science | GPA: 3.4   *Fullerton, CA*

SKILLS

- **Platforms:** Windows, MacOS, Linux
- **Software:** Office 365, VMware Workstation
- **Programming Languages:** Swift, C, Python, JavaScript
- **General:** Hardware Troubleshooting, Customer Service