

Hieu Timothy Nguyen

7108 South Hill Ct, Vallejo, CA 94591

Cell 832-350-9257

Hieu.Tim.Nguyen@Gmail.com

OBJECTIVE

Seeking a position in Information Technology as a Computer Technician or Technical Support where I can experience long-term career growth.

SUMMARY

Highly proficient in computer hardware and software, including desktop applications and peripherals. Experienced in navigating multiple operating systems: macOS, Linux, Windows. Strong ability to learn and apply education to work-related scenarios. Extensive work history rich in customer service and customer communications. Technically inclined and is adept at troubleshooting and problem solving. Hard working, detail oriented, and able to multi-task effectively. Acquired exceptional multi-tasking skills working in fast-paced environments.

EXPERIENCE

P.F. Chang's Asian Bistro, Walnut Creek, CA

2019-2020

Professional Wait Staff

- Responsible for providing a high-caliber experience and exceptional customer service skills to a discerning clientele
- Providing diners with a detailed overview of specials and menu items
- Answering questions about complex dish preparation
- Offering recommendations on wine pairings
- Ensuring personal levels of attention during the meal

Olive Garden, Vallejo, CA

2017 – 2018

Professional Wait Staff

- Responsible for taking customer orders and ensuring customer satisfaction
- Recommending daily specials and discounts to successfully up-sell limited-time food products
- Successfully solved customer conflict and problems when mistakes were made with orders and payments
- Processing payments and handling cash and credit transactions
- Introduced customers to new menu items and successfully built and fostered customer relationships

Shogun Japanese Sushi & Grill, Spring, TX

2013 – 2016

Professional Wait Staff

- Greeted and welcomed customers and seated patrons
- Implemented customer surveys to provide feedback on service quality
- Built and maintained customer relationships
- Responsible for taking orders and communicating with kitchen and other staff members

EDUCATION

Associates in Business Administration

2020 – Present

Concentration: Information Systems

Solano Community College

TECHNICAL SKILLS

Operating Systems and Networking – Windows Operating Systems, Linux (Ubuntu), & Mac OS

Software – Microsoft Office (Excel, PowerPoint, Word, Access, Publisher)

Hardware – CompTIA A+ Certification (Pending)

REFERENCES

May Le

General Manager

P.F. Changs

May.M.Le@Gmail.com

Cell: (832) 837-9537

Kee Nguyen

BCBA, Case Manager

Caravel Health

Kee.J.Nguyen@Gmail.com

Cell: (925) 500-3416

Mike Tran

National Account Manager

A&A Global Inc.

Mike.M.Tran@Gmail.com

Cell: (925) 500-3639