

## Dong Luu

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## RELEVANT PROFESSIONAL EXPERIENCE

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### Server – Hunan Garden (2023-Present)

- Provided exceptional dining experiences by taking orders and addressing customer concerns resulting in repeated customers.
- Managed multiple tables simultaneously in a fast-paced environment, ensuring timely service minimizing miscommunication.
- Worked closely with kitchen staff, bussers, and other servers to guarantee smooth operations and positive customer service.

### Full Stack Web Developer – Good Greek Moving and Storage (2022-2023)

- Developed a new full-stack CRM system by designing and implementing scalable front-end and back-end solutions, improving workflow efficiency by 20% compared to the legacy CRM, leading to enhanced productivity and user experience.
- Collaborating with the UI/UX department to improve the user interface, resolving technical issues, number of clicks, redundancies, and clarification of data by 80%.
- Worked in an agile environment by actively collaborating with team members and cross-functional departments, ensuring the timely delivery of high-quality solutions that met business needs.
- Interfaced with customers by gathering requirements, addressing concerns, and providing solutions, ensuring expectations were met and strengthening stakeholder engagement for better collaboration.

### IT & Receptionist – LXStudio INC. (2020 – 2022)

- Managed front-desk support by serving as the first point of contact for clients, handling calls, and scheduling appointments, creating a lasting business-friendly environment with new and returning customers.
- Provided thorough and efficient troubleshooting by conducting hands-on inspections, applying quick thinking, and performing on-the-spot critical analysis, resolving 90% of technical issues within 9 hours to minimize downtime and maintain operational efficiency.
- Troubleshoot complex environments and A/V equipment, systematically isolate issues and document them through ticketing, optimizing issue resolution and ensuring seamless facility operations.
- Assembled computers and configured event spaces based on client specifications, ensuring the conference rooms are equipped with the right tools, supplies, and functional hardware, resulting in positive feedback for service quality and attention to detail.

## SKILLS

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- **Database Management** (Schema design, optimization, performance tuning)
- **Customer & Stakeholder Engagement** (Requirement gathering, expectation management, front-desk support)
- **Multitasking & Organization** (Managing multiple tasks in fast-paced environments)
- **Programming Languages:** JavaScript, HTML, CSS, C++, Python
- **Framework/Libraries:** React.js, Next.js, Node.js, Express
- **Databases:** MongoDB, MySQL, Firebase
- **Tools:** Git, GitHub, Figma, Material UI, Tailwind, Bootstrap, Framer Motion, Redux, Docker

## CERTIFICATIONS

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- **Flutter Mobile Application Development**
- **Workforce Advantage**
- **Data Analytics Bootcamp**