

**Andrew Huang**

Phone: 909-714-4078

Address: 1473 Kelly Ave, San Leandro, CA, 94577

Email: [chompandeez@gmail.com](mailto:chompandeez@gmail.com)

LinkedIn: [linkedin.com/in/andrew-huang-b3539429b](https://www.linkedin.com/in/andrew-huang-b3539429b)

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## Professional Summary

With over 10 years of experience as a self-employed business worker at a local swap meet, I have honed strong communication and customer service skills. I have extensive experience in interacting with diverse customers, negotiating prices, handling complaints, and managing inventory and finances. Currently, I am pursuing a degree in mechanical engineering at Chaffey College. My passion for learning and teaching has led me to tutor students in various subjects for the past two years, earning positive feedback for my patience, creativity, and adaptability. Currently I am working on building my engineering portfolio in hopes to learn more and work on projects in the future, even due to limited access to equipment.

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## Work Experience

**J&J Gift Shop (Family-Owned)**

*Bel Air Swap Meet, Bloomington, California*

*January 2012 – January 2024*

Position: Sales Associate

- Operated and managed a small business, including inventory management, financial record keeping, and customer service.
- Developed strong negotiation skills and effectively handled customer complaints.
- Built a loyal customer base through excellent service and communication.

**Michaels (Service Team Member)**

*Rancho Cucamonga, CA | August 2024 – May 2025*

Position: Service Team Member

- Delivered friendly and efficient customer service, assisting customers with locating products and providing solutions.
- Ensured a fast and accurate checkout experience by adhering to cash handling standards.
- Promoted and enrolled customers in the Rewards program and Private Label Credit Cards, educating them on the Voice of Customer (VOC) survey.

- Assisted with Omni-channel processes, including Buy Online Pickup in Store (BOPIS) and Ship From Store (SFS).
- Participated in truck unloading, stocking, and executing planograms (POGs) to maintain inventory accuracy and store recovery standards.
- Cross-trained in Custom Framing sales and production to support multiple store functions.
- Adhered to safety programs, shrink prevention, and company policies to ensure compliance and operational excellence.
- Worked mostly as a Cashier, handling money and promoting various Michaels benefits, including their Rewards system and credit card.

**I left this job because I needed to move from Fontana to San Leandro in order to reliably go to San Francisco State University.**

**Store Manager Contact:** 714-917-9822  
**Store Phone Number:** (909) 291-8768

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## Education

### **Chaffey College**

*Rancho Cucamonga, California*

Associate's Degree in Mechanical Engineering | August 2022 – May 2025

- Pursued beginner coursework focused on engineering principles and practices.
- Completed Associate's Degree program at this institution and received my Associate's
- GPA: 3.54 | 93% Course Completion
- Relevant Coursework: Physics, Calculus, Engineering Graphics

### **San Francisco State University**

*San Francisco, California*

Bachelor's Degree in Mechanical Engineering | August 2025 – May 2028

- Currently pursuing higher level coursework focused on engineering principles and practices.
  - Planning to complete a Bachelor's program and hoping to aim for higher programs
  - Relevant Coursework: AutoCAD, Creo Parametric, Design Methodology
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## Skills

- **Customer Service:** Skilled in handling diverse customer interactions, resolving complaints, and ensuring customer satisfaction.
  - **Communication:** Strong verbal and written communication skills developed through regular interactions with customers and team members.
  - **Sales:** Proficient in selling products and services to customers.
  - **Time Management:** Effective multitasking and prioritization skills, ensuring tasks are completed efficiently during busy periods.
  - **Teamwork:** Experience working collaboratively with team members to achieve common goals.
  - **Problem Solving:** Quick thinking and problem-solving skills to address customer issues and operational challenges.
  - **Attention to Detail:** High accuracy in handling transactions, managing inventory, and maintaining product displays.
  - **Cash Handling:** Proficient in managing cash transactions and preventing discrepancies.
  - **Adaptability:** Ability to adapt to changing environments, tasks, and customer needs.
  - **Technical Skills:** Microsoft Office Suite (Excel, Word, PowerPoint), MATLAB, AutoCAD
  - **Engineering Skills:** Analytical problem-solving, mathematical modeling, project management
  - **Soft Skills:** Customer service, communication, adaptability, teamwork, time management
  - **Tutoring**
  - **Mathematics**
  - **Microsoft Office**
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## Volunteer Experience

### Key Club

*High School Community Service Volunteer*

- Participated in various community service projects, contributing to local community welfare.