

Christine Nguyen

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EXPERIENCE

Ding Tea, Kent, WA — Assistant Manager

April 2020 - January 2021

- Train, coach, and develop employees and team leaders
- Ensure product quality, restaurant cleanliness, maintenance, and security standards are met
- Hold team accountable for their performance; provide coaching and counseling as needed
- Ensure team provides fast, friendly, and accurate service
- Prepare hot and cold drinks in accordance with customer needs

Ding Tai Fung, Seattle, WA — Administrator

March 2019 - April 2020

- Completing tasks on time and in a quality manner
- Strong organization skills for the office, files, events, and team schedules
- Issuing and distributing paychecks, managing direct deposits, and new hire reports
- Handling incoming correspondence from customers, suppliers, and partners in a professional manner

Ding Tai Fung, Tukwila, WA — Expeditor Lead

September 2017 - March 2019

- Enthusiastically Execute all Customer relationship management for all storefront hours
- Account for all products within five days time, and communicated supply needs
- Locate busy zones, and provide assistance prior to dire need
- Maintain all store safety protocols while attending to the needs of the customer
- Provide courteous, and knowledgeable service to clients

Ding Tai Fung, Tukwila, WA — Cashier Lead

April 2017 - September 2017

- Facilitated POS training program for two dozen new hires from opening to closing cashier procedures

- Coordinated customer service operations, as well as day to day restaurant operations
- Actively researching best practices for new hire orientation teams

Feldon & Lee, Kent, WA — *Legal Assistant*

November 2015 - March 2017

- Enhanced client relationships in person and by phone with sensitivity and confidentiality
- Verifying clientele eligibility based off completion of application form, government work status, and writing assessments required by legal services
- Delivering a positive client experience throughout the entire process by communicating clearly and efficiently by phone/email as well as in-person meetings

Blossom Boutique Florist, Kent, WA — *Florist*

August 2013 - September 2015

- Maintain standards of cleanliness and organization throughout entirety of store
- Communicate inventory concerns to management to prepare for seasonal sales
- Provide basic product introductions to clients as needed

King County Library, Kent, WA — *Librarian*

December 2012 - August 2013

- Catalogue book inventory within the KCLS Database System
- Assisted in training new associates on managing the cashier register
- Handled reduce shortage and loss of books through a loss prevention program

EDUCATION

Green River Community College, Auburn, WA

January 2014 - December 2017

- Accounting & Finance

University of Washington, Seattle, WA

January 2020 - Present

- Coding Bootcamp