



DAT TO UNG

CUSTOMER SERVICE/MANAGER

OBJECTIVE

Utilize excellent communication and problem-solving skills to enhance customer satisfaction in a customer service position. Build strong customer relationships and maintain high levels of satisfaction with customers.

SKILLS & ABILITIES

- Exceptional Computer Skills with Microsoft
- Fluent in English and Vietnamese
- Flexibility/Adaptability
- Excellent interpersonal skills
- Fluent in C++, Java, Python

VITALS

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EXPERIENCE

EMPRESS NAILS AND SPA, ARCADIA, CA

DECEMBER 2022 – MAY 2023 (PART TIME)

In my past role, I excelled in customer service and management responsibilities. As part of my duties, I prioritized the welcoming of new customers and strived to forge lasting connections to ensure their satisfaction and loyalty in the future. Furthermore, I actively undertook the crucial task of overseeing employee work schedules and ensuring timely and accurate salary management. By efficiently managing these aspects, I contributed to a harmonious and productive work environment for both customers and employees alike.

PHO SUPERBOWL, ALHAMBRA, CA

JANUARY 2021 – AUGUST 2023 (PART TIME)

In my past role as a server, I embraced the challenge of multitasking to provide an exceptional dining experience for our customers. Beyond taking orders and serving food, my responsibilities encompassed a diverse range of tasks, including warmly welcoming guests, preparing beverages, setting up tables, and efficiently closing customers' bills. Even during peak hours, I thrived in managing multiple high-volume tables, ensuring prompt and accurate delivery of orders. One of the most valuable lessons I gained from this position was the significant enhancement of my communication skills. Through regular interaction with both customers and colleagues, I had honed my verbal and written communication abilities, fostering positive and engaging exchanges that contribute to a harmonious work environment and happy customers interaction.

APEX GRANITE OUTLET, BAKERSFIELD, CA

MAY 2020 – DECEMBER 2021

I was responsible for providing exceptional customer service for a company that specializes in granite-related products and services. Our offerings encompass a wide range of granite items, including slabs, stones, and furniture. Additionally, we provide comprehensive installation and maintenance services to ensure a seamless customer experience. As a key team member, my primary responsibility revolves around warmly welcoming new customers and guiding them through the process of fulfilling their specific needs. I take pride in offering personalized assistance and ensuring customer satisfaction from start to finish.

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EDUCATION**CANTWELL SACRED HEART OF MARY, MONTEBELLO, CA, HIGH SCHOOL DEGREE**

I successfully completed my high school education with an alumni high school degree, and I was privileged to be part of the honor program. Through my dedication and commitment to academic excellence, I achieved an outstanding overall GPA of 4.4, thanks to my participation in challenging honor classes. In addition to my academic pursuits, I actively engaged in extracurricular activities and clubs, notably the Environment and International Students' clubs. Within these clubs, we organized and executed impactful initiatives, including recycling campus bottles, and selling snacks during game nights. The funds generated from these endeavors were utilized at the end of the year to provide well-deserved rewards and recognition to deserving individuals.

PASADENA CITY COLLEGE, PASADENA, CA, ASSOCIATES

I was pursuing my studies at Pasadena City College, where I was majoring in Computer Science. With a GPA of 3.96, my academic performance had been exceptional, despite a minor setback in my Physics class where I received a B. Nonetheless, my proficiency shone in subjects like computer science and math, which happened to be my favorites. I could proudly affirm that I possessed fluent command over various programming languages and was highly skilled in the field of computer science.

THE UNIVERSITY OF CALIFORNIA, SAN DIEGO, SAN DIEGO, CA

In future pursuit.

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COMMUNICATION

In my role, I have taken on the responsibility of spearheading strategic initiatives aimed at driving sales growth within specific demographic areas, with a focus on nail and food-related products. By leveraging market insights and consumer trends, I have successfully developed and implemented targeted business plans to effectively promote our offerings and attract a wider customer base. Through a combination of innovative marketing strategies, enhanced product positioning, and streamlined customer engagement, our efforts have yielded remarkable results. Notably, we have witnessed a significant 15% increase in sales, underscoring the success of our initiatives and the positive impact they have had on the overall growth and development of the business. These achievements not only demonstrate my aptitude for analyzing market dynamics but also highlight my ability to translate insights into actionable plans that deliver tangible results. Moving forward, I am committed to further exploring opportunities and implementing strategies that will continue to fuel the expansion and success of the business in both existing and new demographic areas.

LEADERSHIP

In my role as a manager, I oversaw a team of 5 talented nail technicians, ensuring their schedules were effectively managed and their compensation structure was fair and motivating. By actively supplementing their schedules and facilitating open discussions regarding hourly pay and commission structures, I aimed to cultivate a positive work environment that fostered a strong work ethic among the team. As a direct result of these efforts, we witnessed a remarkable 40% increase in customer retention.

REFERENCES

KHAI VU, PHO SUPERBOWL OWNER

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