

Eugene Jeong

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SKILLS & CERTIFICATIONS

- Certified PSM I, Jira, Excel/Sheets, SQL, HTML/CSS, team leadership, resource allocation, customer service

WORK EXPERIENCE

Montclair Country Club

November 2017 – Present

Manager - Food & Beverage from November 2019 to Present

Dumfries, VA

- As Food & Beverage Manager, I establish standards of service & operational procedures, maintain workplace conduct & conditions per state codes, hire & develop staff, spearhead marketing strategies & social media campaigns, curate our menus & events calendar, solicit & react to feedback, handle cash deposits, tip distribution & payroll, plan weekly resource allocation, and troubleshoot facility/equipment-related issues.
 - I directed our transition from a private facility to a public restaurant & bar, leading to an increase in sales by ~40% & tips received by ~50% over the last 12 months.
- I cooperate with the General Manager, Director of Sales, and Head Chef on all banquets by gathering contract requirements, projecting product & staffing needs, and briefing my team on duties & expectations. I direct all banquet personnel from event set-up to breakdown to ensure we perform according to plan.
 - Experience running 150+ large-scale events (4.5/5.0 rating on WeddingWire)
 - Increased event sales by ~45% over the last 12 months

Assistant Manager - Food & Beverage from February 2019 to November 2019

Bartender, IT Specialist from November 2017 - February 2019

- As IT Specialist, I was responsible for developing a new website for the business, installing & maintaining hardware, and providing internal technical support regarding issues with our Point of Sales software.

PriceWaterhouseCoopers

August 2016 - November 2017

Experienced Associate - Risk Assurance (Internal Audit & Process Assurance)

McLean, VA

- Spearheaded IT general controls testing and SOC 2 (Type 1 and 2) reporting for clients in the Financial Services, Health Services, and Cybersecurity industries.
- Performed SOC 2 Readiness Assessments with control gap analyses in order to identify potential deficiencies in the client control environments and evaluate options for remediation.
- Served as the clients' main point of contact throughout multiple engagements, which consisted of leading weekly status meetings, conducting walkthrough interviews, and facilitating overall communication between PwC and clients.
- Managed the requesting, storage, and proper documentation of evidence on a daily basis to ensure consistent progression of fieldwork and alignment with the project budget and timeline.
- Oversaw new Associates and remote resources through assignment, delegation, and review of fieldwork tasks. Provided continuous training and guidance to increase efficiencies throughout engagements.
- Engagement Experience:
 - Verisign, FINRA | *SOC 2 (Type 2) Reporting*
 - Navy Federal Credit Union | *External Auditing: IT Controls Testing*
 - Assurant | *SOC 2 Readiness Assessment*
 - Fannie Mae | *Policy & Records Management*
 - Evolent Health, Inc. | *SOC 2 (Type 1) Reporting*

EDUCATION

Virginia Polytechnic Institute & State University

May, 2016

BS, Business Information Technology; Decision Support Systems | Cum Laude; 3.5/4.0 GPA

Blacksburg, VA