

Irena Nguyen

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Professional Experience

ROL Hand Bar – Host and Floor Assistant (August 2025- Present)

- Managed service for over 50 guests daily, coordinating seating and reducing average wait times by 30%.
- Improved table turnover efficiency by 20% streamlining workflows and enhancing communication between staff during peak hours.
- Proactively addressed customer concerns, maintaining a 95% satisfaction rate and fostering a positive dining experience.
- Train and supported new team members in using restaurant systems, improving onboarding efficiency and reducing training time by 15%.

Grams BBQ – Lead Server (November 2020 –August 2025)

- Directed a team of 5+ servers and support staff, streamlining front-of-house operations to handle 150+ customers daily.
- Managed and reconciled \$20,000+ in weekly financial transactions, ensuring cash and POS system reports matched with 100% accuracy to maintain financial integrity.
- Implemented a new task delegation system, reducing downtime between table turnover and prep by 30%, enhancing overall service flow.
- Optimized communication processes between the front and the back of the house, reducing order errors by 30% and ensuring timely service delivery.

Projects

BackTracker - INSERT CLASS - DATE OF PROJECT

- Created a responsive budget tracking web app, BackTracker, enabling users to log transactions, categorize expenses, and visualize financial data using HTML, CSS, and JavaScript.
- Collaborated with a team of 4 developers to integrate Chart.js for real-time visualizations, improving rendering speed by 40%.
- Implemented data encryption and browser storage, ensuring 100% data retention and secure handling of user information.
- Optimized data handling processes, reducing load times by 30% and enhancing overall platform performance.

FTP Server and Client Project- INSERT CLASS - DATE OF PROJECT

- Developed a functional FTP Server and Client system using Python and socket programming, enabling seamless file uploads, downloads, and directory management.
- Implemented checksum verification, ensuring 100% data integrity during file transfers and preventing loss or corruption.
- Followed RFC standards for FTP protocols, creating modular code to handle commands effectively and enhancing maintainability.
- Gained hands-on experience in networking concepts, including client-server communication and error handling, through real-world implementation of FTP functionalities.

Education

California University of Fullerton– Class of 2025

- B.A., Computer Science, CyberSecurity