

# SUSAN TRAN

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## Qualifications

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### 3+ years in management setting providing high quality service

- Customer experience management
- Polished communicator and relationship builder
- Skilled in Microsoft suite; fluent in reading, writing and speaking Chinese (Cantonese and Mandarin)

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## Professional Experience

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**TOAST**, Boston, MA

**2018 - 2019**

*Restaurant point of sale and management system company.*

#### PROJECT COORDINATOR

- Partnered with restaurants owners to prepare their implementation, including building customer relationship, scheduling their training, installation and support, advising them on hardware and software upsells or down sells, and providing support from onboarding to live.
- Collaborated with sales, field engineers, billing and onboarding teams to create a seamless transition for customers.

**CAVIAR**, Boston, MA

**2017 - 2018**

*Food delivery company owned by Square.*

#### SALES OPERATIONS COORDINATOR

- Managed restaurant onboarding by sending contracts, arranging photoshoots, building menus, and working closely with restaurant partners to provide support.
- Collaborated with different teams to create innovative and effective solutions for merchants in regards to marketing and onboarding.
- Assisted in watching large orders during peak times to aid in creating a better experience for corporate clients.
- Led service region expansion into Newton by arranging all deliverables among different teams.

**SELF-EMPLOYED**, Boston, MA

**2014 - 2017**

*Offered management and educational services for a variety of clients.*

#### CONSULTANT

- Advised managers, small business owners, and employees from different companies on creating a more cohesive, productive team
- Advised clients on how to improve the user experience and content, and SEO of their websites
- Tutored graduate students in English, project management, negotiation and conflict resolution

**EC BOSTON**, Boston, MA

**2013 - 2014**

*ESL school for international adult students based in Malta.*

#### INSTRUCTOR

- Organized classes and managed all associated tasks; program development, scope development, timeline and deadline scheduling, program management, and custom set ups
- Development of core materials providing an efficient and fluid workflow for core and elective classes
- Managed classroom portfolios, reducing any risks for error
- Provided student assistance and availability to ensure excellence in quality of learning

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## Education

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UNIVERSITY OF CALIFORNIA

San Diego, CA

❖ **Bachelors of Arts, Chinese Studies, 2011**

PEKING UNIVERSITY

Beijing, China

❖ **Advanced Chinese Language Certificate, 2011**