

CONTACTS



(949) 558-9268



Snguyen232@csu.fullerton.edu



1305 E. Walnut Avenue, Orange, CA 92867

CORE COMPETENCIES
PROFESSIONAL

- Wide experience managing all aspects of a business operation ranging from financial, operational, etc.
- Advanced understanding of all full-service restaurant operations
- Strong skills in P&L reports and budgets
- Proficient in Microsoft Suite and Adobe Suite (Photoshop, Illustrator).
- Experienced with using relevant software programs to track deliveries; ensuring that quality control guidelines are enforced.

CUSTOMER SERVICE

- Relationship building
- Complaint procedures
- Positive language
- Telephone techniques
- Effective questioning
- Managing objections
- Customer satisfaction

PERSONAL SKILLS

- Innovative analytical skills
- Interpersonal/Personal Communication skills
- Dependability
- Process Improvement
- Highly Inquisitive

REFERENCES

Available upon request

SEAN NGUYEN

Digital Marketing | Business Development Expert | C-Level Relations | Sales Management

Offering a proven track record in devising sales and marketing strategies that have crystallized brands from relative obscurity

PROFILE SUMMARY

- Senior entrepreneurial executive with 2 years of extensive experience in strategic business development, digital marketing, sales management and team development.
- Possess a significant record of innovative success for well-defined marketing and product management with the capacity to identify and align customers' emerging needs with products and services.
- Combine lead-by-example management with intuitive sales strategies to maximize efforts and boost profits. Consistently stay ahead of the competition by keeping current on industry standards and market factors that successfully translate company value to clients.

AREAS OF EXPERTISE

- | | | |
|-------------------------------|------------------------|------------------------|
| • Business Development | • Account Management | • Marketing Strategy |
| • Operational Planning | • SEO/SEM | • Financial Management |
| • Presentation | • Competitive Analysis | • Social Media |
| • Sales Territory Management | • P/L Management | • Clients' Relation |
| • Team Design and Development | • Negotiation | • B2B & B2C |

PROFESSIONAL EXPERIENCE

Umami Burger – Costa Mesa
Supervisor

Sept. 2016 – Mar. 2017

- Controlled profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Managed labor and supply costs to work within budgets – eliminating 25% of excess cost.
- Improved customer satisfaction from directing and coordinating operations with over 30 employees while making sure food quality and customer satisfaction was optimal.
- Planned, developed and executed marketing creative and initiatives for promotions and various in-restaurant marketing initiatives.

Gyu-Kaku Japanese BBQ
Shift Manager (Tustin, Cerritos, San Diego)

Feb. 2015 – Apr. 2016

- Consulted with corporate supervisors to implement new marketing campaigns and brand tactics.
- Created new inventory management process to procure meats, produce, and miscellaneous restaurant items; decreasing food waste.
- Communicated goals and performance standards to employees, achieving close to 100% satisfaction.
- Maintained safe, secure, and healthy environment by following and enforcing safety, food safety, and sanitation guidelines; comply with all applicable laws.

PROJECTSEXECUTED

Hardkour Ninja Warrior Gym Business Plan

- Created financial projections and assumptions/analyses on Start-up Company's net income in a three year time span.
- Prepared presentation elements in order to present to an investment panel.
- Collaborated with multiple team members to coordinate the project while analyzing market trends, required capital, and operating costs to formulate a business plan.

The Well Fitness Gym Consultation

- Analyzed gym's financial statements, client database and accounting issues.
- Created quality deliverables and business goals that meets and exceeds client's needs.
Presented findings and recommendations with a timeline and cost of implementation.
- Implemented a profit and loss statement spreadsheet in Excel for owner to use monthly.

Crema Café – Artisan Bakery Consultation

- Constructed customer and staff surveys, eliminating gaps in quality and customer service.
- Created quality and effective deliverables to client in order to optimize on results.
- Revised employee handbook resulting in a stronger foundation for new and current employees.

Connected Women of Influence Consultation

- Utilized a 3 year forecast on office expansion, establishing professional networking all over the United States.
- Produced a tiered membership system, resulting in a large increase of revenue.

EDUCATION HISTORY

- **California State University, Fullerton** **Dec. 2015**
Bachelor of Arts, Business Administration – Entrepreneurship Concentration