

# MAI T. XIONG

Professional Address:  
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## QUALIFICATIONS

Reliable professional with skills and experience with logistic management, vendor relations, communications, planning, coordination, administration, and customer service. Strong verbal, written and interpersonal communication skills. Willing worker with hands-on experience and a friendly, positive attitude. Quick hybrid learner with good memory and an innovative thinker. Take challenges head on. Skilled areas include:

### Help Desk

- Customer Service
- Coordinate inbound/outbound calls
- Administrative and managerial duties
- Support/Sales for major clients (Best Buy)

### Technical

- Microsoft Office Suite
- Microsoft Windows XP/Vista/7
- Internet (IE, Firefox, Chrome)
- Email (Outlook, ThunderBird)
- Concur, EFS, Chrome River, EPIC

### Personal Attributes

- Efficient
- Organized
- Self-motivated
- Friendly
- Strong Decision-Making

## EDUCATION

University of Minnesota, Saint Paul, MN: **Full Stack Web Development Certificate - March 2020**

- HTML, CSS, JavaScript, JQuery, JSON
- Node
- 3 projects

Gustavus Adolphus College, Saint Peter, MN: **BA Psychological Science - May 2013**

- Research, analyze, compile, summarize statistical data (SPSS)
- Flash script
- MLA/APA Writing
- Fluent in Hmong Reading/Writing/Oral

## WORK EXPERIENCE

### ***Executive Office and Administrative Specialist, January 2017 - present***

University of Minnesota Medical School, Cardiovascular Division- Heart Failure Team, Minneapolis, MN

- Support
- PH Consortium Spring and Fall, Shared Care, 40th Anniversary HF Transplant
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### ***Administrative Assistant/Office Manager, September 2014 - August 2015***

AtriCure Inc, Minnetonka, MN

- Supported VP of Research Development, VP of Human Resources, VP of Marketing, and CEO (*spreadsheets, reports, calendars, conference calls/meetings, interviews, I9's, budgets, powerpoints, expense reports, arranged travels, etc.*)
- Performed receptionist duties and assisted special clients and visitors to their needs

- Coordinated and organized company events (*Thanksgiving Lunch, Holiday Lunch, special events, etc.*)
- Stocked office supplies and break room essentials; researched on pricing options in timely and cost efficient manner
- Created a friendly-welcoming environment for entire office and visitors
- Handled all outgoing and incoming mail by printing labels and tracked packages for all national and international
- Resolved easy to difficult issues with quick and efficient solutions
- Coordinated and managed office building move to new building (*tracked and pointed out needed repairs, labeled items, moved and unpacked items to correct locations, etc*)
- Hosted and coordinated CPR class for office
- Assisted with hiring process for new employees

### ***Supplies Sales Consultant/IT Assistance, June 2014 - August 2014***

Kennicott Brothers Company, Roseville, MN

- Analyzed and planned inventory orders and sales
- Oversaw, managed, and tracked clients' and customers' business orders and needs for small meetings & conferences to formal dinners, banquets and weddings
- Resolve major and minor issues for 150+ customers and clients for both on-site and off-site locations professionally
- Scheduled meetings with major, minor, and potential clients for new opening of location started and onwards from June 2014
- Rigorously pushed for sales to meet quota in a professional and kindly manner showing great customer service
- Advertised and recruited new customers and clients to help expand and grow the company
- Educated customers on supply products and expanded their knowledge
- Resolved IT issues and implemented software and program use

### ***Regional Coordinator/Team Lead, October 2013 – June 2014***

BestMark, Minnetonka, MN

- Processed and resolved major and minor issues for 200,000+ shoppers and interviewers for on-site location professionally
- Scheduled mystery shops and exit interviews daily for numerous shoppers and interviewers
- Oversaw and tracked the results and activities for Best Buy Exit Interview Team and GM Auto Study Team
- Rigorously push for sales to meet client deadlines
- Plan and complete mystery shops and exit interviews with minimal supervision
- Implemented software use, website navigation, and uploading forms
- Ensure compliance with BestMark integrity

### ***Manager/Florist, March 2008 – September 2013***

Xiong Farm's, Portland, OR

- Oversaw the daily performance of employees
- Advised and performed customer service standards and protocols
- Resolved 100+ customers and employee(s) issues for on-site and off-site locations
- Repaired and replaced flowers for bouquets, corsages, boutonnieres, bridal bouquets, and wedding arches
- Set-up equipment, ensuring proper installation of cables, canopies, tables, and signs
- Maintained records of daily data, communication, problems, action taken or installation activities in tracking system, invoices and receipts
- Conferred with employees and owner to establish ideas for new products and business cards
- Ensure compliance with keeping customers satisfied

***Cake Decorator/Customer Service, September 2009 – May 2013***

Gustavus Adolphus Bakery, Saint Peter, MN

- Acted and served as a resource to other student workers, students and staffs when dealing with difficult situations, and resolving issues
- Interpreted food service policies and resolved procedural questions for student workers and students/staffs
- Provided assistance to baking/cake decorating problems

**References:** Available upon request