

# Michael Chen

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1XXX Hill XX, Richmond, VA 23229

## Education

**ASSOCIATES DEGREE, BUSINESS ADMINISTRATION | 08/2019 | THOMAS NELSON COMM. COLLEGE | GPA: 3.6**

## Experience

### **GENERAL OPERATIONS MANAGER | VA SUSHI INC | 12/2017 – CURRENT**

- Helped staff and restaurant improve yearly ranking from Bronze in “Best of Hampton Roads Choice Award – Virginia Beach” to Gold (2018) and maintained Gold ranking in 2019, 2020, 2021
- Helped underperforming stores by introducing “best practices” from peers
- Maintained accounting through Excel and QuickBooks with reports for President
- Recruited and cross-interview all staff of VA SUSHI INC, currently at 27 and 3 locations
- Managed profit and loss for all locations by creating a system of agile waterfall communication and cohesive bonding between the stores, employee morale is everything to VA SUSHI
- Ensured that the Occupational Safety and Health Act, local health and safety codes, as well as the company safety and security policies are being adhered to

### **SALES SUPERVISOR | SPRINT | 03/2015 – 12/2017**

- Sales team and management reached highest above goal for district in , earning the fourth quarter fiscal award for Sprint
- Managed daily sales floor operations to deliver store experience that improves customer loyalty and strengthens the brand
- Conducted weekly observations and provides effective feedback to sales consultants as they execute products and services and sales process to maximize performance

### **ASSISTANT STORE MANAGER | SPRINT | 12/2014 – 08/2015**

- Effectively coached team members to reach weekly and monthly sales goals
- Worked jointly with team members to assist with closing sales, cross-selling and upselling of products and services
- Established and optimized schedules to keep coverage and service in line with forecasted demands

### **GENERAL MANAGER | SAKURA SHORE DR - VA SUSHI INC | 12/2008 – 12/2014**

- Worked through all position in VA SUSHI’S flagship store, Sakura Shore Dr, from dishwashing to chef, until General Manager in 2012
- Controlled profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions
- Recruited and hire team members, conduct performance appraisals, take corrective action, when necessary, motivate and train staff

- Ensured that the Occupational Safety and Health Act, local health and safety codes, as well as the company safety and security policies are being adhered to

**PROPERTY MANAGER AND CO-OWNER | CHEN & LEE REALTY LLC | 02/2018 – CURRENT**

- Advertise units and negotiate lease terms
- Perform tenant screenings
- Collect rent monthly and handle late payments in a timely manner
- Maintain property by addressing tenant complaints, completing repairs, contracting landscaping and snow removal companies, and enforcing rules of occupancy
- Create, mentor, and manage a cohesive property maintenance team