

MIGUEL LAU | RESUME

Business Owner

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Professional Summary

Results-driven business owner and operations manager with over a decade of experience leading teams, optimizing business performance, and delivering exceptional customer service across the food service, retail, automotive, and manufacturing sectors. Proven success as the owner and manager of a specialty coffee shop, overseeing daily operations, financial planning, staff development, inventory control, and marketing initiatives. Skilled in sales and account management with a strong track record of exceeding targets and building lasting client relationships. Adept at managing multimillion-dollar inventories, streamlining workflows, and improving quality standards in high-volume environments. Known for strategic thinking, hands-on leadership, and a passion for building strong teams and efficient, customer-focused businesses.

Technical Skills

Business & Financial Operations: Financial Planning · Accounting · Account Management · Inventory Control · Cost Analysis
Leadership & Management: Team Leadership · Team Management · Staff Training & Development · Operations Management · Quality Assurance · Production Oversight
Sales & Customer Experience: Sales Management · Customer Service · Relationship Building · Deal Negotiation
Marketing & Branding: Marketing Strategy · Social Media Marketing · Brand Development · Promotional Campaigns

Education

Bachelor of Science in Business Administration & Marketing Management - College of Business Administration- California Polytechnic State University, Pomona 2021 – 2025

Work Experience

Manager / Owner - Margin Cafe Coffee Roasters September 2022 – Present

- As the owner of Margin Café, I am responsible for overseeing all aspects of the café's operations, from daily management to long-term business strategy. I handle inventory management, supplier relationships, and financial planning to ensure profitability while maintaining high standards of quality and customer service. I lead a team of staff, providing training, setting performance goals, and fostering a positive work environment. I develop and update the menu, ensuring it aligns with customer preferences and market trends. Additionally, I handle marketing and promotions to attract new customers, build brand loyalty, and increase sales. I focus on creating a welcoming atmosphere and ensuring that every guest has an exceptional dining experience.

Assistant Manager - T&J Garden Supply March 2021 – May 2022

- In my role as Assistant Manager at a T&J Garden Supply store, I was responsible for overseeing the day-to-day operations of the store, with a focus on managing an inventory valued at over \$500k. I ensured stock levels were maintained, conducted regular inventory audits, and handled ordering and restocking to meet demand. I also assisted in managing and training staff to provide excellent customer service and ensured the store was organized and visually appealing. Additionally, I addressed customer inquiries, resolved issues, and supported the Store Manager in achieving operational goals.