

## Miguel Lau

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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.

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## Core Competencies

- **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
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## Education

### **Bachelor of Science, Business Administration & Marketing Management**

*California Polytechnic State University, Pomona*

*2021 – 2025 (Expected)*

**Associate of Science for Transfer (AS-T), Business Administration**  
*Pasadena City College*  
*2019 – 2021*

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## **Professional Experience**

### **Owner & Manager**

*Margin Cafe Coffee Roasters — Diamond Bar, CA (Hybrid)*  
*Sep 2022 – Present*

- Manage daily operations, supplier relationships, inventory, and financial planning.
- Lead team performance, hiring, training, and scheduling.
- Develop and refine menu offerings based on market trends and customer feedback.
- Execute marketing strategies to drive customer growth and brand engagement.
- Foster a warm and inviting atmosphere, ensuring excellent customer experiences.

### **Assistant Manager**

*T&J Garden Supply — La Puente, CA (On-site)*  
*Mar 2021 – May 2022*

- Supervised daily store operations and managed \$500K+ inventory.
- Conducted inventory audits, maintained stock levels, and optimized layout.
- Recruited and trained staff; resolved customer issues to ensure satisfaction.
- Supported the store manager with operational and financial objectives.

### **Sales Manager / Account Manager**

*JNB Motor Inc. — Alhambra, CA (On-site)*  
*Nov 2015 – Jul 2019*

#### **Sales Manager**

- Led the sales team to meet and exceed monthly and annual targets.
- Provided direct customer service, closed deals, and handled negotiations.

- Tracked KPIs and collaborated with marketing on promotional strategies.
- Maintained vehicle inventory aligned with demand.

**Account Manager**

- Managed financial transactions, processed payments, and issued invoices.
- Maintained accurate records and ensured compliance with regulations.
- Prepared financial performance reports and coordinated with financing partners.