

# TRANG NGO

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## EDUCATION

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### Dallas College - El Centro Campus, TX

Associate of Science: Baking and Pastry Arts

Aug 2021

### Dallas College - Richland Campus, TX

Associate of Science: Business Administration and Management

June 2019

## WORK EXPERIENCE

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### Tous Les Jours Bakery

*Cake Decorator*

Oct 2020 - Present

Garland, TX

- Prepare buttercream and icings to use for decorating cakes, cupcakes, tarts and other pastries
- Use pastry bags and tips to pipe messages and decorative roses onto cakes
- Apply creative techniques to design beautiful, memorable wedding cakes
- Decorate cakes for special occasions, including showers, birthdays and christenings
- Work with common cake decorating and baking tools, such as mixers and carving tools
- Handle cash, credit card and check transactions
- Produce frostings and creams for cakes and other edibles.

### Kickin Crab

*Supervisor*

Nov 2019 - Dec 2020

Garland, TX

- Complied with company policies, objectives and communication goals
- Established and maintained operating schedules to provide effective coverage for key areas and achieve objectives
- Provided ongoing training to address staff needs
- Identified and corrected performance and personnel issues to reduce impact to business operations.

### Boba Heaven

*Manager's Assistant*

Mar 2015 - Oct 2019

Garland, TX

- Assisted with revenue and profitability improvements, including advertising, sales, human resources initiatives
- Kept social media profiles updated with item promotions, special events and new operating information
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies
- Managed personnel scheduling, facilitating adequate coverage to meet demand

## PROJECTS

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### Delish Bouqcake

- An online bakery with cupcakes presented as a bouquet in a luxury box
- These are vanilla sponge cupcakes with flowers made from colorful vanilla buttercream

## SKILLS

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### Baking

Catering understanding, Kitchen safety, Sanitation and Cleanliness, Recipe proficiency

### Decorating

Designing, Icing methods, Color mixing, Food trend knowledge

### Soft Skills

Customer Service, Conflict Resolution