

TINA NGUYEN

BUSINESS MANAGEMENT

Business Management with over 8 years of experience including hands-on experience in planning, analyzing, and executing assigned projects while supporting cross-functional teams to ensuring delivery of projects.

EXPERIENCE

SENIOR PROJECT MANAGER

06/2018 – PRESENT

QLM INC. GENERAL ENGINEERING FIRM
SAN JOSE, CA

- Oversaw and managed 20+ projects concurrently while supervising team of Project Managers/Estimators
- Manage contracts in all phases, from pre-award to project completion.
- Mentor, coach, and set directions for team members and project managers. Provide feedback to management regarding the work performance of members.
- Reviewed drawings and specifications for a wide range of public and commercial projects to determine scope of work for projects up to \$15M. Prepared cost estimates at various stages of design from schematics and budget to detailed take-off and pricing
- Compose material submittal packages, safety documents, process change orders, RFIs, maintenance manuals, and close outs
- Coordinating with Superintendents, Field Engineers, and vendors to meet project deadlines and budget.
- Prepared multiple month end AIA billing, bank draws. Reconciled daily bank statements ensuring accuracy
- Managed all aspects of job cost reporting analysis
- Managed database of all open job information and compile statistical reports on jobs, payments, and outstanding invoices

ASSISTANT STORE MANAGER

10/2013 – 06/2018

FOREVER 21 EASTRIDGE MALL, OAKRIDGE MALL, GREAT MALL
SAN JOSE, CA & MILPITAS, CA

- Promoted to management after 5 months of employment as store associate
- Operated at 3 locations from \$3 million - \$10 million with 30-70 employees
- Trained employees in different department to ensure company policies expectations. Trained and developed 15+ new Lead of Service in customer service, management skills, and leadership.
- Handled customers inquires and conflict resolutions.
- Planned weekly schedule for all employees.
- Supported Store Manager in responding to emails and meeting deadlines.
- Handled and organized loss prevention paperwork each week. Executed standards of safety and security guideline.
- Analyzing and assessing reports, Week/Month/Year to date: Department Performance, Expense, Payroll, Sales
- Assisted in the hiring process including interview, orientation.
- Increased year-to-date sales by 20% in less than 6 months in 3 different location.
- Reduce employee turnover and assisted in staffing the store with over 80 employees in each location.
- Exceed required sales quota weekly resulting in a moving up a tier level.

PERSONAL INFO

San Jose, CA

408-826-1143

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CORE COMPETENCIES

Operations Management
Interpersonal Skills
Analytical Thinking
Conflict Resolution
Risk management
Process Improvement
Flexible
Customer Service
Computer Competency

SOFTWARE

Microsoft Office: Word, Excel,
Power Point, Outlook

Kronos

Successfactor

Point-of-sale system

Foundation

Procore

Trimble

EDUCATION

**Bachelor of Science
Business Administration/
Management**
Minor in Human System
Integration

May 2018

LANGUAGE

Vietnamese

Intermediate