

Paul Chang

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EDUCATION University of Utah, Psychology/Sociology

SKILLS

SPOKEN LANGUAGES

- English,
- Mandarin (conversational fluency)
- Taiwanese (conversational fluency)

FULL STACK DEVELOPER SKILLS

- Javascript
 - React.js
 - Node.js
 - Express.js
- NoSQL
 - MongoDB
- MySQL
 - Sequelize ORM
- CSS
 - Materialize
 - Bootstrap
- HTML
 - HandleBars.js

TECHNICAL SKILLS

- Microsoft Suite-Microsoft Word, Excel, Powerpoint, etc.
- Ability to type 75 WPM (Words Per Minute)
- Excellent customer service skills
- Strong sense of responsibility
- Well versed in food industry and food handling.

EXPERIENCE

ROUND ONE ENTERTAINMENT

Amusement Manager, January 2020 - Present

- Managed over 30 associates providing responsible handling of all customer service situations.
- In charge of the store's drafting of weekly and monthly sales reports as well as inventory reports.
- Further responsibility of handling weekly and monthly audits of stores sales and employees ensuring company compliance.
- Handled the scheduling of all associates and mechanics on a weekly and monthly basis.
- Direct involvement of the store's monthly meeting in growing company sales by providing thoughtful but forward thinking ideas to propel company success.

LAW OFFICES OF PAUL P. CHENG

Legal Secretary, March 2018 - April 2019

- Assist Paralegals and Attorneys in tasks that include but are not limited to; drafting of legal documents, proofreading of all legal documents before finalizing, translation of legal documents, offering legal input to Paralegals and Attorneys, etc.
- Greet clients warmly and ensure proper customer service is being delivered.
- Manage incoming calls.
- Build relationships with potential clients through open and interactive communication.
- Ensure all documents are processed and mailed out daily to proper recipients.
- Engage in weekly team meetings with the whole office to innovate new ideas on how to improve workflow and logistic issues within the company.

GAMESTOP

Guest Advisor, October 2016 - May 2017

- Provide accurate and valid product information for customers upon request.
- Identify and access customers' needs to achieve satisfaction.
- Resolve customer complaints via phone, email, social media
- Generate store sales through promotions and marketing strategies.
- Ensure store sales goals are being met and exceeded.
- Obtain experience in verbal communication, marketing, advertising, and customer service.

KOBE KAWALI CUISINE

Manager, September 2014 - August 2016

- Monitored restaurant for service, food quality, and cleanliness issues.
- Follow communication procedures, guidelines, and policies.
- Ensure customer satisfaction and provide professional customer service
- Produce monthly reports detailing employees' performance and restaurant's revenue.
- Complete restaurant opening and closing procedure on a daily basis.
- Optimize profits with proactive control of food waste.
- Create social media presence to improve marketing and customer outreach.

DAIRY QUEEN

Manager/Cashier, July 2014 - September 2014

- Ensure store service quality and cleanliness.
- Complete restaurant opening and closing procedure on a daily basis.
- Administer payroll, complete paperwork, and schedule employees.

JC LASER CENTER

Receptionist, January 2012 - November 2014

- Provide customer service through phone calls.
- Schedule patients' appointments on a daily basis.
- Handle payment transactions.

KOBE JAPANESE CUISINE

Manager, July 2008 - August 2012

- Manage restaurant activities, supervise and schedule employees. train new servers.
- Ensure objectives and goals are being met.
- Conduct weekly meetings to address restaurant's performance and new strategies for improvements.
- Acquire experience in customer service, communication, and management.