

- quick-starter
- analytical
- influential
- strategic
- maximizer
- counselor

EDUCATION

University of St. Thomas, Saint Paul, MN
 Business Admin - Business Management, BA
 GPA: 3.3/4.0
 Graduation Date: May 2016

Industry Specific Subjects/Classes:

- Operations Management
 - Lean Manufacturing, Logistics, Inventory Management and Control (inventory turnover, break-even point, critical path method), R-Chart, X-Bar, Forecasting
- Strategic Management
 - Core competence and Sustainable Competitive Advantage of the Business
- Financial Management
 - Financial Ratio Analysis, Principles of Cash Flow Estimation, Inflation, Interest Rates
- Web Development - codecademy.com
 - HTML5, CSS, Command Line and Git, Display and Positioning, Responsive Design and Browser Compatibility, Design and UI, Bootstrap, JavaScript and jQuery

EXPERIENCE

- | | |
|---|-----------------------|
| <p><i>Product Development Manager</i>, Bergin Fruit & Nut Company, Saint Paul, MN</p> <ul style="list-style-type: none"> • Use Kanban and lean methodology practices. • Administrated and coordinated cross-functional project meetings including finance, sales, buyers, quality assurance/control and production. • Developed private label and consumer goods from initial concept art to finalization. • Monitored label creation and inspected bill of materials and label issues. • Engineered new part numbers, bill of materials, product specifications, nutritional and ingredient information in ERP system. • Conceptualized, assigned, and point of contact for workflow management. • Initiated and collaborated with new vendors and suppliers. | <p>2016 - Present</p> |
| <p><i>Recovery Coordinator</i>, Moss & Barnett, P.A, Minneapolis, MN</p> <ul style="list-style-type: none"> • Managed an average of \$1-million-dollar monthly placement portfolio in commercial accounts with an average of 26% resolution rate. • Analyzed contracts and negotiated settlement. • Mediated between client and debtors/attorneys/management to prevent unnecessary litigation. | <p>2013 - 2016</p> |

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- Articulated with written correspondence and solid customer service to retain relationship with debtor and ensure a return customer for client.
- Research and skip trace contact information.

Payment Processor, DCM Services, LLC, Bloomington, MN

2010 - 2013

- Assured accurate and timely posting of daily incoming payments and uploading of via Check 21 scanning system.
- Ensured and recorded daily collection reports were completed and distributed to internal management and clients (where required) in a succinct, user-friendly format.
- The point of contact for financial institutions.

Account Representative, DCM Services, LLC, Bloomington, MN

2008 - 2010

- Managed over 14+ deceased estate accounts per hour.
- Negotiated 1.5 million dollars in account collections annually exceeding department goal. Trained and coached new and existing employees.

MANAGEMENT INTERNSHIP

Twin Cities Pride, Event Management Coordinator Intern, Minneapolis, MN

Summer 2015

- Implemented and assisted in managing volunteers.
- Organized check-in and provided work direction.

LANGUAGES

English - speak fluently and read/write with high proficiency

Laotian - native language

VOLUNTEER AND ACTIVITIES

- *International Tax Volunteer*, Volunteer Income Tax Assistance (VITA), University of St. Thomas
- *Mentor Liaison Volunteer*, Laotian American National Alliance (LANA), Minnesota
- *Member*, Financial Planning Association (FPA), Minnesota
- *Capsim Challenge Participant*, Capsim, A business simulation providing a platform to develop and assess business acumen in an interactive, real-world environment including demand and forecasting.

INDUSTRY APPLICATIONS

- ERP SYSTEMS (SAP, xTuple, DEACOM)
- MS Office (Word, PowerPoint, Excel, OneNote, Outlook)
- HTML5, CSS, JavaScript
- Adobe Create Suite