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|  |  | TOM Cheng  Veteran of United States Army insert rank |
| profile I am an independent individual who believes in work smart and work hard. I work smart by finding the most efficient way to do things right, and I work hard by having a strong will and commit for excellence; there’s no shortcut for perfection but work harder will definitely help. Contact PHONE:  650-240-6147  EMAIL:  TC18FWD@gmail.com Hobbies Badminton  Board Games  Cooking  Video Games Skills  * Proficient in Windows, MS Word, MS Excel, MS Power Point * Typing up to 80 words per minute, and 10-key skill * Bilingual – Proficient in English and Chinese-Mandarin * Basic Plumbing and Handyman Skills |  | EDUCATION Move this section to the endSan Jose State University BA in Psychology  September 2013 WORK EXPERIENCELegacy Lands, LLC *Handyman* May 2016 – Current (Per Diem)   * Renovate single family homes in the Bay Area and Sacramento County for rent and sale. * Maintain and repair general plumbing throughout homes and commercial properties. * Complete work orders timely and efficiently * Direct communication to landlord, property manager, and tenants. * General handy man experience: replace ceiling lights/chandeliers, patching and painting walls, tiling kitchen and bathroom floors.  Super Cue Cafe *Corporate Manger/Co-Owner* Month 2013 – Month 2018   * Opened 5 store locations, by having Interviewed, hired, and trained all starting staff members to open the stores; designed the lay out of the store for proper traffic flow of customers, staff, and air; supported the store until the store manager is ready to take over * Managed three co-owned store locations * Created and implanted policies, SOP, and documentations for corporate office to ensure compliance and operation efficiency * Analyzed revenue and reduced cost by # percent year over year * Analyzed each store’s revenue by items to decide which items to keep/replace/refine * Collaborate with vendors and suppliers to innovative seasonal items and gain consumer loyalties. * Managed all inventory, orders, and supply chains. * Maintained and repaired equipment as needed * Verified all member’s work hours to properly allocate tips, and ensure members are properly paid * Responsible for all cash tenured and deposits * Increased corporate profit margin by 20% YOY  Ocha Tea Café *Store Manager* 2008–2012   * Worked directly with the CEO to make important financial decisions (identify key decisions) for the store * Interviewed, trained, and supervised all employees * Managed supplies and inventories * Managed # of employees’ time schedule and audited and processed time cards * Addressed customer complaints by understanding circumstances and offer resolutions * Prepared revenue spreadsheets and supported accounts payables.  U.S. Army *92A Automated Logistical Supply Specialist* 2003–2006   * Earned early promotion from Private Frist Class to Specialist (only available for top 2% of the soldiers within that rank) * Passed every tests and trainings the first try * Operated the Standard Army Retail Supply System (SARSS II) efficiently * Oversea trained for two years in South Korea * Honorably discharged with 4 years of G.I. Bill benefits |
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