|  |  |  |  |
| --- | --- | --- | --- |
| Huangyi (Tom) Cheng | | | |
| 3701 Alameda de las Pulgas, San Mateo, CA 94403 | | | |
| PHONE: 650-240-6147 | | | |
| E-MAIL: [TC18FWD@gmail.com](mailto:TC18FWD@gmail.com) | | | |
| Summary | | * Independent individual who knows how to work well with others * Able to adapt new environment and learn new skills quickly * Disciplined and able to work on multiple projects simultaneously under pressure * Having multicultural background and being bilingual allow me to work efficiently with diversity | |
| Education | | B.A. Degree in Psychology  San Jose State University, San Jose, CA | 2013 |
| Career History | | | |
|  | | | |
|  | | Legacy Lands, LLC, *Handyman (Per Diem)*   * Helped flipping houses for rent/sale * Over see nine rental properties * Plumbing skills – repair/replace toilets and sinks, unclog drains. * Handyman skills – replace ceiling lights/chandeliers, power switches/plugs, patching and painting walls, tiling floors.   Corporate Manager/Co-Owner, Super Cue Tea Café   * Helped opening all store locations by hiring/interviewing/training all starting staff members across all positions: Barista, cashier, kitchen staff, shift supervisor, and store manager. * Maintain store standards across all stores (5 store locations) * Managed 3 of the co-owned stores (2 SF locations and San Mateo location) * All managed stores has showed significant increased revenue YOY, between 5~20% * Made the schedules for the co-owned stores based on hourly sales reports to control labor cost * Assisted store managers to perform daily operations * Handled confidential employee information * Written various forms for store use: Application, store policies, end of day sales report, order form, inventory form * Written the SOP for the corporate and continued revising and adding new material/recipes for seasonal and new items. * Develop new recipes and advertise new ideas to raise revenue * Build strong client relationships and provide excellent customer service * Weekly inventory and shopping/deliver of perishables and other store items * Monthly, seasonal, and yearly inventory report across all store locations * Monthly, seasonal, and yearly detailed sales report across all stores * Presented quarterly analysis of each store’s popular items and decided which items to keep/remove/refine/add, and possible promotions to help increase revenue. * Taught and performed monthly and seasonal store equipment maintenances across all stores * Assisted accountant by verifying staff’s work hours and distributing tips * Minor store repairs – basic plumbing and handyman skills   **Café Operation Trainer**, *Leadway International*   * Give hands-on classes to entrepreneurs who are interested in opening a tea café   Store Manager, Ocha Tea Café   * Worked directly with the CEO to make important financial decisions for the store * Interviewed, trained, and supervised all employees * Ordered and coordinated supplies for the store * Provided time and cost efficient work schedules and reviewed time cards * Handled customer complaints * Performed cash-related functions, including preparing revenue spreadsheets for the CEO, accounts payable, and auditing | 2010-Current  2013-2018  2013-2018  2008-2012 |
|  | | Barista, Starbucks   * Handled cash transactions with 100% accuracy * Provided excellent customer service * Maintain the cleanliness of the store | 2006-2008 |
|  | | Automated Logistical Specialist, U.S. Army   * Promoted to Private E-2 (PV2) right after basic training * Earned early promotion from Private First Class to Specialist, only the top 2% of the soldiers could earn this promotion * Passed every tests and trainings the first try * Demonstrated my ability to learn and act with proficiency * Operated the Standard Army Retail Supply System (SARSS II) efficiently | 2003-2006 |
| Skills | | | |
|  | * High level of computer proficiency: Windows, MS Word, MS Excel, MS Outlook, MS Power Point, and Google Docs * Capable of typing up to 80 words per minute and 7000 characters with 10-key skill * Bilingual – Proficient in English and Chinese Mandarin (writing/typing, reading, and speaking).   **References available upon request** | | |