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|  |  | TOM  Cheng  Army Veteran, Small Business Entrepreneur, Business/Data Analyst |
| profile I am an open-minded individual who has a wide variety of experiences, from a café barista, to U.S. Army veteran, an ex-small business owner of 3 cafés, now moving to the data science/analyst field. From all these experiences, I find the most important criteria for any job is a person’s personality, after all, I did major in psychology and believe that human beings are social beings. Everything we do will be meaningless if no one is involved in it, or if it were meant for no one. Luckily, I am awesome to be in any team due to my optimism and empathy. To learn more about me, please feel free to visit my  **LinkedIn**: [**linkedin.com/in/tom-hunagyi-cheng**](https://www.linkedin.com/in/tom-hunagyi-cheng)  **GitHub (most recent project)**: https://github.com/tc18fwd/SpringBoard/tree/master/Capstone%20Two Contact PHONE:  650-240-6147  EMAIL:  TomHCheng@gmail.com Hobbies Badminton  Board Games  Cooking  Video Games Skills  * Proficient in Windows, MS Word, MS Excel, MS Power Point * Entry level in Python3, SQL * Bilingual – Proficient in English and Chinese-Mandarin * Plumbing and Handyman Skills |  | EDUCATIONSan Jose State University 06/2012 – 09/2013  Received Bachelor of Arts Degree in Psychology SpringBoard Data Science Career Track 2020 May – expect to finish by end of 2020 Nov  This intensive career track consists of 500+ hours of online curriculum. WORK EXPERIENCEJia Chen Contracting Company *Translator* 2020–Current (Per Diem)   * Help translating English to Chinese, and Chinese to English for the company when clients and contracting company  Legacy Lands, LLC *Handyman* 2016–Current (Per Diem)   * Help flipping houses for rent/sale * Plumbing work: repair/replace toilets and sinks, unclogging drains * Handyman work: replace ceiling lights/chandeliers, patching and painting walls, tiling kitchen and bathroom floors.  Super Cue Cafe *Corporate Manger/Co-Owner* 2013–2018   * Helped opening all 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 * Written all forms, policies and SOP for the corporate * Analyzed each store’s hourly revenue to efficiently control labor cost * Analyzed the business system to decide which items to keep/replace/refine, and possible different routines to generate more revenue. * Worked with drink industry professional to help create new seasonal items * Inventory and orders for all stores * Equipment maintenance, and maintenance trainer. * Verified all staff member’s work hours to properly allocate tips, and ensure everyone is properly paid * Accounted all cash sales and deposits * Stores managed by me had revenues increased from 5~20% (Year-to-Year)  Ocha Tea Café *Store Manager* 2008–2012   * 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 and, accounts payables.  Starbucks *Barista* 2006–2008   * Handled cash transactions with 100% accuracy * Provided excellence customer service * Maintained store cleanliness * Learnt to make all the drinks within first week of job  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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