

Wayne Chen

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PROFESSIONAL EXPERIENCE

Sprouts Farmers Market, LLC – Santa Clara, CA

Head Cashier, December 2019 – April 2020

Safety Captain & Cashier, March 2019 – November 2019

- Managed front-end team daily operations – including scheduling, record keeping, and customer relations
- Conducted monthly store-wide OSHA compliance audits and equipment safety checks
- Trained new cashiers and head cashiers in job role and customer service

W&C Industries, LLC – Mountain View, CA

Operations Manager, June 2015 – February 2019

- Started and operated an eBay store selling interior décor products
- Managed tasks such as inventory management, pricing, and product listings
- Handled customer service via phone and email

W&D Industries – Baltimore, MD

Operations Manager, Aug 2009 – May 2014

- Started an internet marketing company that provided search engine marketing and affiliate sales services
- Managed and coordinated team of ten remote contractors

EDUCATION

Johns Hopkins University – Baltimore, MD

Bachelor of Science in Computer Science, June 2013

ADDITIONAL SKILLS

- Bilingual proficiency in Chinese