

# Andy Huynh

San Jose, California

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## EDUCATION

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Western Governors University

*B.S. in Business Administration of Information Technology*

Salt Lake City, Utah

*Summer 2023*

## WORK EXPERIENCE

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7Leaves Cafe

*Manager*

San Jose, California

*November 2021 - Present*

- Ordered and regulated inventory to enforce compliance with FDA regulations, and provide fresh and high-quality products to consumers.
- Organized schedules through sales analysis and shift supervision to ensure efficiency during shifts as well as maximize profit.
- Enforced company standards within the team to maintain positive customer experience and enhance productivity.
- Collaborated with other store managers to assess the performance of employees as well as ensure unity among the operations of existing stores.

7Leaves Cafe

*Shift Lead*

San Jose, California

*February 2019 - November 2021*

- Resolved customer complaints and diffused situations through empathy and patience.
- Delegated tasks and duties fairly amongst a team of four to maximize productivity and maintain an efficient environment.
- Cultivated and improved customer retention through attention to detail as well as versatility.

Poke House

*Front of the House Team Member*

San Jose, California

*March 2017 - August 2018*

- Communicated and cooperated with other team members to provide high quality service to guests.
- Aided customers with allergies through an extensive high risk allergen menu.

## SKILLS & INTERESTS

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Skills: Microsoft Office (Word, Excel), Customer Service, Leadership

Interests: Operations, Customer Relationship Management, Project Manager