

TUAN TRAN

BUSINESS OPERATIONS PROFESIONAL

CONTACT

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OBJECTIVE

To advance my career with a leading technology organization that will utilize my extensive operational leadership and business analysis experience while also allowing me to develop further as a professional.

SKILLS

Team Management

Team Development

Customer Support

Strategic Thinking

Data Analysis

Analytical

Customer Relations

EDUCATION

**Bachelor of Science
Computer Science**

University of Texas

📍 **Austin, Texas**

2009-2016

PROFILE

Proven talent in aligning business strategy and objectives with operations and sales evaluation and technological solutions paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with expertise spanning process efficiency, change management, systems analysis, multi-departmental team leadership, customer support, complaint resolution, coaching, training, mentoring, problem solving, contract negotiation, cross-functional collaboration, and project management within a fast-paced environment. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as budget management, policy development, and resource allocation expertise.

WORK EXPERIENCE

Datacenter Sales Engineer

February 2021 - February 2023

Dell Technologies, Remote

- Knowledge of datacenter technologies such as Servers, Storage and Networking equipment.
- Engages with customers to design solutions using Dell and partner technologies.
- Understand customer defined use-cases and deliver proof of concept or proof of value demonstrations.
- Deliver presentations to customers/partners at events, conferences in a virtual setting.
- Stay up-to-date on industry trends and customer demand in a specified technology domain.
- Lead customer discussions to identify project needs, provide technical guidance and adhoc presales consulting support.
- Collaborate with the sales team to build a winning strategy for our clients.

Food and Beverage General Manager

February 2020 - November 2020

White Lodging Services, The Westin, Austin, TX

- Managed a team of 60 employees, including 6 managers, and re-branded the image of the hotel restaurant at Stella San Jac to increase revenue.
- Teamed with the executive chef to devise a new menu and to revamp the marketing strategy, leading to 15% sales growth, rave media reviews and a 32% increase in repeat business by local (non-hotel) guests.
- Created and introduced a signature cocktails and gourmet appetizer menu that doubled bar revenues within 2 months.
- Collaborated with the hotel GM and corporate representatives to plan and execute a major kitchen renovation, installing new equipment that increased efficiency by 18%.
- Reduced variable costs by 7% through personnel management and inventory waste.
- Coached and evaluated personnel to ensure the highest quality performance.

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REFERENCES

Christopher Loftis

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Alika O'Brien

📞 512-788-2312

✉️ aobrien@eddiev.com

WORK EXPERIENCE

Assistant Managing Partner

February 2018 - January 2020

Darden Restaurants, Eddie V's - 5th Street, Austin, TX

- Achieved a 22% gain in daily covers while preventing additional labor and overhead costs by driving improvements related to efficiency, sequence of service, reservation planning and table turn times in all dining outlets.
- Reduced food costs by 8% by identifying and eliminating inventory issues, such as excess ordering, poor storage and inefficient waste management; created orders through third party vendors, managed inventory through Darden's DASH software.
- Surpassed sales goal by 7%, ending with a 10% increase in sales, which resulted in a concept record of \$12,040,154.
- Assessed sales performance, provided feedback and coaching to staff and aligned operations with optimal business practices.

Eddie V's Corporate Trainer

October 2016 - January 2020

Darden Restaurants, Orlando, FL

- Travelled to numerous cities to lead New Restaurant Openings and to train managers on how to capture sales, increase service and boost brand reputation.
- Hired, trained and coached 75+ new employees on customer service skills, food and beverage knowledge and health and safety standards and led a team of 15 trainers.
- Designed innovative programs to drive culture and to achieve established goals.
- Spearheaded branding initiatives while simultaneously meeting demanding deadlines and liaising between training and operations.
- Generated learner-focused creative training methods to engage in highly effective personnel development.

Manager

September 2013 - February 2018

Darden Restaurants, Eddie V's - 5th Street, Austin, TX

- Revitalized operations and branding of Eddie V's – Arboretum, a fine-dining restaurant, to reverse a three-year sales downturn.
- Drove a 40% sales growth and a 200% increase in repeat local guest business by developing a revamped marketing strategy in collaboration with corporate leaders.
- Utilized software solutions such as Unifocus, HotSchedules and Kronos to complete scheduling and payroll.
- Cultivated top-notch customer service by establishing a mandatory training program.
- Boosted guest satisfaction score to 95% from 72% within 6 months of program launch.
- Played an essential role in enabling EV Arboretum to consistently rank #1 in Guest Satisfactory Surveys every month, quarter and year since 2015.