



ANDY TRAN

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Summary

Skilled Assistant General Manager talented at maximizing business success. Contributes to culture of streamlining operations and increasing team productivity to bolster sales performance. Honed focus on customer satisfaction to improve organizational outlook.

Education and Training

De Anza College | Cupertino, CA

Associate of Science in Business Administration

06/2023

Yerba Buena High School | San Jose, CA

High School Diploma

05/2021

Skills

- Team Leadership Strength
- Training and Development Skill
- Staff Management
- Inventory Control
- Food Safety and Sanitation
- Operations Oversight
- Customer Relationship Management (CRM)
- Sales Techniques
- Training and Development
- Business Operations Background

Experience

The Halal Guys | San Jose, CA

Assistant General Manager

06/2021 - Current

- Manage daily operations of the store, including scheduling and supervising staff.
- Ensured that customer service standards were met or exceeded at all times.
- Develop and implement effective strategies to maximize sales and profits.
- Monitor inventory levels, oversaw correct restocking procedures to maintain operational output and placed orders for new stock as needed.
- Conduct regular performance evaluations for employees to ensure quality standards were maintained.
- Identify opportunities for cost savings and operational efficiency improvements.
- Resolve customer complaints in a timely manner while maintaining a professional demeanor.
- Provide training, guidance, and support to staff members on proper procedures and policies.
- Motivate and led team members to work together to achieve targets.

Additional Information

- **Coding Languages:** Visual Basics, Python