

AMANDA YOA

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PROFESSIONAL SUMMARY

I am a dependable student seeking an opportunity to expand my professional skills and contribute to the success of a company. As an enthusiastic and hardworking individual with extensive experience serving customers in retail, food service, and administrative environments, I am confident in my ability to help the team succeed. I have a strong track record of reliability and am ready to take on any challenges that come my way, using my problem-solving and task-prioritization skills to ensure that the work gets done.

SKILLS

- Inventory Management
- Conflict mediation
- Cash Handling
- Organizational skills
- Product knowledge
- Adaptability to change
- Quickbooks (Basic)
- Sony Vegas Pro (Basic)
- Language: Khmer (Conversational)

WORK EXPERIENCE

Lead Barista

January 2023 - December 2023

Egghead Sando Café | Santa Clara, CA

- **Led a team of baristas** in preparing and serving high-quality beverages according to established recipes and standards. Provided ongoing training and guidance to ensure consistency and proficiency in beverage preparation techniques, promoting a positive and efficient work environment.
- Provided **exceptional customer service** by greeting customers warmly, taking orders accurately, and addressing customer inquiries and concerns promptly and courteously to enhance their overall experience.
- Fostered a collaborative and supportive work environment by providing feedback, coaching, and recognition to team members. Encouraged open communication, teamwork, and mutual respect, contributing to a positive and cohesive team culture.

Staff Accountant Intern

February 2022 - December 2022

Harry K. Jeung CPA | Burlingame, CA

- Gathered banking transactions from various sources, including statements and online platforms, and meticulously recorded financial activity in Excel format. Conducted thorough **reconciliations of bank balances** to ensure the accuracy and completeness of financial records, providing valuable insights into the company's financial health and performance.
- Demonstrated proficiency and attention to detail in performing administrative tasks, including data entry, filing, and document preparation, to support the accounting team in meeting IRS deadlines and regulatory requirements.
- Utilized organizational skills and time management techniques to prioritize tasks and manage workload effectively, ensuring **timely completion of assignments** and deliverables.

Barista

December 2020 - January 2022

Peet's Coffee | Burlingame, CA

- Demonstrated a commitment to maintaining **impeccable standards of cleanliness**, organization, and sanitation in all aspects of food and beverage preparation. Consistently upheld rigorous standards for the storage, handling, and presentation of food and beverage products to guarantee freshness, quality, and compliance with health and safety regulations.
- Collaborated closely with team members to coordinate workflow and streamline operations during peak hours, ensuring smooth and efficient service delivery while maintaining a high level of customer satisfaction. Demonstrated **strong communication and teamwork skills** in a fast-paced and dynamic environment, fostering a positive and collaborative work culture.
- Provided friendly and attentive customer service, actively engaging with patrons to understand their preferences and recommend suitable menu options. Demonstrated expertise in coffee brewing methods, specialty drinks, and food pairings, enhancing the overall customer experience and promoting customer loyalty and repeat business.

Brand Associate

August 2019 - December 2020

Old Navy | Colma, CA

- Managed the efficient receiving and inventory processes to ensure timely replenishment of stock and maintain optimal levels, minimizing out-of-stock situations and **maximizing sales opportunities**.
- Cultivated strong brand representation through face-to-face marketing initiatives, actively engaging with customers to communicate the brand's values, story, and unique selling points.
- Successfully **acquired 50+ brand credit card applications** by effectively communicating the benefits and incentives of the program, resulting in increased client loyalty and sales.

Sales Associate

January 2019 - July 2019

JCPenney | Daly City, CA

- Organized and meticulously managed shelves and displays to optimize product visibility and draw attention to specific items, resulting in increased sales and **customer engagement**.
- Maintained an up-to-date and comprehensive knowledge base of sales, promotions, return policies, and security practices, ensuring accurate and confident communication with customers.
- Actively engaged in ongoing training and development opportunities to enhance **product knowledge**, sales techniques, and customer service skills, demonstrating a commitment to professional growth and excellence in performance.

EDUCATION

Bachelor of Science - Accounting

August 2022 - Present

San Jose State University, San Jose, CA

Associate of Science - Accounting

May 2022

Skyline College, San Bruno, CA

- Honors: Graduated Magna Cum Laude (3.65 GPA)
- Member of Promise Scholars Program