

# BRYAN NGUYEN

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## EDUCATION

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### San Jose State University

*BA in Business Administration (General Business)*

San Jose, CA

*Expected Graduation Date: December 2023*

### Foothill College

*AD-T in Business Administration (Accounting)*

Los Altos Hills, CA

*Graduation Date: June 2021*

## WORK EXPERIENCE

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### Best Buy

*General Operations Specialist*

San Jose, CA

*(Seasonal) Nov 2019 – Jan 2020*

- Utilized advanced computer skills to quickly locate and present the best product solutions for customers.
- Balanced task execution while embracing a customer-first approach, readily stepping in to provide product information and assistance whenever customers required guidance.
- Acted as a dependable contact for customers, proactively helping during busy times to boost customer satisfaction.
- Managed dynamic work situations by staying focused on individual responsibilities and being adaptable to changing demands.

### Central Self-Storage

*Property Manager*

San Jose, CA

*July 2018 – July 2019*

- Leveraged a suite of computer programs and software tools such as OpenTech Alliance enterprise software to coordinate the operation, maintenance, presentation, and security of a 110,000 sq. ft. self-storage facility.
- Managed intricate systems supporting over 600 units spanning sizes ranging from 4x5 to 10x29, along with an on-site 2-bedroom apartment and truck rental.
- Remained on-call outside of regular business hours to address any potential issues with the self-storage property, such as troubleshooting technical issues with the facility gate or self-service kiosk, letting locked-in guests out after hours, and answering service calls from ASI Alarm Company regarding security concerns.
- Collaborated with fellow property managers across multiple Central Self-Storage properties in the Bay Area in order to facilitate inter-property synergy for facility management.
- Actively participated in the identification and follow-up of potential customers and leads, further expanding the brand's reach.
- Employed technical acumen to optimize administrative processes, managing databases, customer records, and financial information to ensure accuracy and security.

### Target

*Guest Service Team Member*

San Jose, CA

*July 2017 – July 2018*

- Addressed customer needs whilst following store policy to process returns, exchanges, missed coupons and price matches, and solved problems carefully for a positive guest experience.
- Demonstrated commitment in ensuring customer satisfaction, proactively addressing needs, and resolving concerns to guarantee a positive experience.
- Ensured tasks were completed efficiently while maintaining the highest standards of quality.
- Took charge and led the team when managers on shift were absent in order to keep things on track and maintain operational excellence.