

Han Mai

OBJECTIVES: Seeking an opportunity to expand my learning, knowledge, and skills to encompass more types of work.

EXPERIENCES

Auntie Anne's, Eastridge Loop Space, CA — Cashier

JUNE 2018 - FEBRUARY 2022

- Efficiently process payments for every customer.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Replenished sales floor merchandise and organized shelves, racks, and bins for optimal appearance.
- Worked closely with shift manager to solve problems and handle customer concerns.

Pho Hoa Noodle Soup - Homestead, Cupertino, CA — Server

SEPTEMBER 2022 - PRESENT

- Monitors meal progress and keeps kitchen staff updated on timing.
- Addresses any extra needs of customers by asking and observing their dining experience.
- Manages table setup by clearing finished courses, restocking utensils, refilling water glasses, and staying attentive or special requests from customers.
- Offers assistance and insights to aid customers in selecting their desired food and beverages.

EDUCATION

De Anza College, Cupertino, CA — College Diploma

JUNE 2023

- Associate in Science - Transfer in Business Administration
- Certificate of Achievement in Management Information Systems Support

San Jose State University, San Jose, CA — Bachelor of Science

Expected in MAY 2025

- Bachelor of Science in Business Administration - Management Information Systems Concentration

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SKILLS

Customer Assistance

Stocking

POS Systems

Bagging and packaging

Time management skills

Cleaning and sanitizing

Interpersonal

Flexible/ Adaptability

Self-discipline

Computer Skills

-Microsoft Office

- Word
- Outlook
- PowerPoint
- OneNote

- Google Workspace

- Docs
- Slides
- Forms

