

Kevin Senh

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Education

Silver Creek High School, San Jose, CA

08/2016-05/2020

Cumulative GPA : 3.9

San Jose State University, San Jose, CA

08/2020- Present

Cumulative GPA: 3.65

Skills

- Ability to work under pressure
 - Loves working in a challenging environment to be able to stay motivated and productive
- Teamwork
 - Works in teams to get things done efficiently and effectively
- Time-Management
 - Able to use time management to increase effectiveness, efficiency, and productivity
- Good Communication
 - Communicates with employees and customers to give satisfaction and get things done
- Ability to work with technology

Experiences/Volunteering

Stanford Concession stand, 450 Serra Mall, Stanford, CA 94305--- **Cashier/Cook**

June 2017 - May 2019

Worked under pressure to deliver food, handle drinks, and take orders.

- Obtained a California Food Handling and Safety card.
- Upheld guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Worked with fellow coworkers to improve performance.
- Answer customer inquiries and resolve issues promptly.
- Unpaid internship, done for the Badminton sports team at Silver Creek High School.

Le Creme Cafe, 3005 Silver Creek Rd STE 134, San Jose, CA 95121---

Barista/Front

June 2019 - September 2019

- Completed daily inventory and ordering.
- Created custom boba drinks
- Prepared large batch of boba drinks by order
- Quickly & accurately handled financial transactions of all types.
- Received orders from customers and relayed them to baristas.

Halal Guys, 81 Curtner Ave #20, San Jose, CA 95125---

Cashier/Cook

September 2020 - December 2020

- Served multiple customers orders on a daily basis while keeping a high quality service.
- Made sure to maintain COVID-19 protocols in order to ensure the safety of staff and guests
- Engaged and communicated with other workers in order to maintain effectiveness and efficiency.
- Demonstrated store protocols, safety procedures, and proper food handling.
- Handled cash and electronic transactions effectively.

The Cheesecake Factory, 3041 Stevens Creek Blvd, Santa Clara, CA 95050---

Dessert Finisher/Barista/To-Go Runner/Food Runner

January 2021 - August 2021

- Memorized over 200 menu items and catered to customers' needs.
- Intuitively resolved customers' questions and concerns.
- Ensured the safety of guests and staff members by following COVID-19 protocols.
- Run food to multiple tables and ensure that guests are satisfied.
- Decorated and finished cheesecakes on a daily basis.
- Accurately handled online orders and maintained efficiency.
- Completed daily inventory and ordering on over 30 different cheesecakes.
- Made sure that food was made to the customer's specification before sending it out.
- Gave customers' personal and customized recommendations.
- Greeted and gave excellent customer service to 50+ guests a day.

Languages

- Proficient in English
- Conversational in Vietnamese
- Elementary Understanding in Spanish