

Lam Thach

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Objective

A graduate looking to attain a position using communication skills interacting with all kinds of people in society. I enjoy supporting others, help solve life problems and counseling for people. I wish to make the world a better place with my work in support of the community.

Qualifications

Education/Certifications

Mission College, Santa Clara Santa Clara, CA 12/2021
AA-T Sociology degree, GPA: 3.45

San Jose State University, San Jose, CA San Jose, CA 5/2023
BA Business Management Information Systems

Community/Volunteer Work

Mission College Vietnamese Association 2019-2021
- community support, elder assistance and poverty relief work

#StopAsianHate Community Event Support (San Jose) 5/2021
- helped drive attendance and event planning

Buddhist Community Support ongoing
- religious based community service group supporting good health

Work Experience

Belle la Vie Nail Salon, Pleasanton , CA 5/2021-Present
Cashier, Receptionist, Manicurist.

. Work with many customers daily; Take care of personal care including manicure and pedicure.

. Multitasked by answering 40+ phone calls per day, scheduling appointments and greeting customers to keep everything on track; succeeded in running the business smoothly.

. Resolve customer's complaints or dissatisfaction and provided additional accommodations; enhance 50% of the amount of customer's loyalty and satisfaction scores for the business.

Abbott, Menlo Park, CA

9/2020—3/2021

Assembly

. Assembles products in a clean room environment. Sets up and operates a variety of manufacturing machines or equipment following written instructions in the English language.

. Clean tools and equipment per documented procedures . Record information on approved documents. Disposes hazardous waste material on corresponding hazardous waste areas.

. Resolves problems and make routine recommendations. Maintains all position certifications up to date as required to remain in compliance.

Skills

Excellent customers service, compassionate support of others, strong organizer and event planner