

Norman Ngo
2091 Flintfield Dr, San Jose 95148 | (408-442-9200) | Normanngo408@gmail.com

Objective

Gain working experience and develop a strong foundation in Information Technology while leveraging my experiences in management and customer care to provide excellent services.

Education

De Anza Community College
San Jose State University

August 2021
Expected graduate 2023: Business MIS

Work Experience

Apple Inc (Cupertino, CA)

Lead cook 2016 - Current

- Assume supervisory responsibilities to ensure team's success and that product quality is to standard
- Collaborate with advisors to develop weekly food menus
- Organize teams and instruct team's daily assignment work stations
- Uphold safety standards and maintain a sanitary work environment
- Manage vendors to ensure correct deliveries and resolve any nonconformities
- Assist other team members on tasks to ensure timely completion
- Prepare all equipment and product during anticipated peak hours to ensure smooth operations

Labyrinth bar and kitchen (San Jose, CA)

2018 - Current

Bartender lead

- Work in a high volume, fast paced environment while providing high level of customer service
- Administer end of closing checklist to maintain proper accounting and sanitation
- Delegate responsibilities to teammates while ensuring staff executed quality work
- Motivated employees before service to ensure a successful work night

Sora - San Jose International Airport

2011 - 2014

Lead sushi chef

- Supervised and trained staff to maintain quality customer experience
- Monitored performance of kitchen staff ensuring they complied with restaurant guidelines, code of conduct, and company dress code
- Responsible for all sushi preparations, presentations, and creative arrangements
- Produced great tasting food while ensuring the restaurant operated smoothly

Interests: Performance Cars, Computers & Video Games, Photography, Video Editing