

Phuong Nguyen

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OBJECTIVE

An accounting student with great time management that loves everything to do with mathematics, solve others' finance problems and expanding business acumen while applying accounting skills, as well as utilizing an advanced comprehension of tax software.

EDUCATION/CERTIFICATIONS

San Jose State University, San Jose, CA	05/2023
B.S. Business Administration concentration in Accounting	
Evergreen Valley College, San Jose, CA	12/2019
A.S. Business Administration and Accounting, GPA: 3.59	
Internal Revenue Service, San Jose, CA	01/2018
VITA Certification	

EXPERIENCES

Pho Passion and Mintea Bar, San Jose, CA	01/2019-Present
<i>Supervisor, cashier</i>	
<ul style="list-style-type: none">Manage cash and card transactions of a store with \$5,000 daily profit, establish accuracy; succeed in decreasing non-essential spending and minimizing other expenses such as inventory and labor cost; accomplish leading team members to increase work efficiency.Train 10+ employees to ensure the same services that every customer receives, and established customer and worker's relationship to certify 20% more profit cash flow.	
Fancy Nails Corporation, Gilroy, CA	03/2019-07/2020
<i>Bookkeeper, receptionist</i>	
<ul style="list-style-type: none">Executed record analysis for store's revenues, expenses and 10 employees payroll, totaling \$2,000 per day. Took responsibility and genuineness to examine and provided accurate numbers to the owner. Demonstrated strategic approach to grow business revenue.Multitasked by answering 40+ phone calls per day, scheduling appointments and greeting customers to keep everything on track; succeeded in running the business smoothly.Resolved customers' complaints or dissatisfaction and provided additional accommodations; enhance 50% of the amount of customers' loyalty and satisfaction scores for the business.	
Evergreen Valley College, San Jose, CA	08/2017-12/2019
<i>Accounting tutor</i>	
<ul style="list-style-type: none">Assisted 50+ students with various accounting courses, followed up patiently with students to ensure consistent improvement and help students to conquer challenging subjects; achieved 60% response rate to uphold a tutor position and 95% of undergraduates succeed.Collaborated with the faculty to strategize optimal ways for students of all levels to learn. Built strong relationships and credibility for professors and students; intensified the number of students reach out to tutoring center for help and enlarged the number of successful students.	

SKILLS

- Excellent customer service, detail-oriented, a team player, and work effectively.
- Microsoft (PowerPoint, Excel, Word), QuickBooks, Salesforce.