ROBIN NGUYEN

CONTACT

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🔗 Bold Profile

SKILLS

Computer
- Microsoft Office (Word, PowerPoint, Excel) Google Suites (Docs, Slides,Sheets), Zoom, Skype, Canva

Strong customer service background
- Team Collaboration
- Problem-solving abilities
- Customer Service

LANGUAGES

Vietnamese

Professional Working

WORK HISTORY

April 2022 - Current

Hotel Maintenance Engineer *Marriot Element Hotel*, Milpitas, CA
- Streamlined communication between front desk staff and maintenance team, ensuring that guests'' concerns were addressed quickly and efficiently.
- Created detailed reports on maintenance activities, allowing management to make informed decisions regarding resource allocation and capital improvement planning.
- Maintained an organized maintenance workshop, ensuring that tools and supplies were readily available for staff to complete tasks efficiently and effectively.
- Reduced downtime of critical equipment through regular inspections and timely repairs.
- Maintained accurate records of all completed work orders, inventory levels, and warranty information for easy reference during audits or future repairs.

June 2023 - July 2024

Auto Body Technician *Crash Champions*, Milpitas, CA
- Utilized collision repair hammers, welders and grinders to address bodywork needs.
- Installed and removed body panels, doors and fenders of vehicles to access areas of repair.
- Inspected vehicles to identify and document repair needs.
- Maintained a safe working environment by adhering to safety protocols and ensuring proper use of equipment.

- Improved overall customer satisfaction by providing high-quality auto body repairs and exceptional service.
- Followed standard operating procedures to achieve consistent quality of work.

October 2021 - March 2022

Assistant Manager *Americas Tire And Auto Repair-family Owned Business Since 1984*, Mountain View, CA

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Maintained a clean, safe, and organized store environment to enhance the customer experience.
- Developed strong working relationships with staff, fostering a positive work environment.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.

July 2019 - April 2021

Security Officer *Securitas Security Services*, Mountain View, CA

- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Conducted regular patrols of key areas to spot and control security concerns.
- Acted quickly during emergency situations to reduce opportunity for damage and injury.
- Maintained a safe environment for employees and visitors through continuous risk assessment and threat analysis.

March 2018 - June 2019

Range Technician *Summit Golf Course*, Milpitas, CA

- Analyze and diagnose problems that may arise on the course including golf carts, sprinklers, soil etc.
- Maintaining a clean field and workspace to maximize efficiency to make sure operations run smoothly.

- Provide customer service to help customers with various tasks around the course.

September 2016 - June 2018

Cook *In-N-Out Burger*, Milpitas, CA

- Strong communication and team bonding skills to provide optimal service to customers
- Maintained clean and organized work areas at all times to bring safety and quality to food preparation process.
- Maintained a clean and sanitary workspace, ensuring compliance with health and safety regulations.
- Demonstrated strong multitasking skills, managing 30+ orders simultaneously without sacrificing quality or presentation.

EDUCATION

Some College (No Degree) Engineering (Pre-Engineering)

De Anza College, Cupertino, CA

June 2018

High School Diploma

Milpitas High School, Milpitas, CA

SUMMARY

Proficient with 7+ years of customer experience with demonstrated history of improving work to customer operations. Determined team player with the willingness to learn and grow all while keeping and creating a positive work environment for not just employees but customers.