



## Terry Tang

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San Jose, CA, 95133

## EDUCATION

### High School Diploma

Piedmont Hills High School 2019

San Jose, CA

- Extracurricular Activity: Key Club, Cross Country, Track and Field

### Bachelor of Science: Business Administration And Management

San Jose State University Expected in May 2023

San Jose, CA

## SKILLS

- Confident with using technology
- Conversational Cantonese and Mandarin
- Point of Sale (POS) system operations
- Fast memorization of menus
- Good with talking with people

## EXPERIENCE

### Server

Milpitas, CA

COLD STONE CREAMERY/ Mar 2016 to Nov 2016

- Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines, such as those for special diets, are followed.
- Clean or sterilize dishes, kitchen utensils, equipment, or facilities.
- Examine trays to ensure that they contain required items.
- Place food servings on plates or trays according to orders or instructions.
- Serve ice cream in the mall rush.
- Experience in working with customers.

### Server

San Jose, CA

Poke House/ Apr 2019 to Current

- Managed closing duties, including restocking items, cleaning the whole store, and taking out trash.
- Maintained customer satisfaction by keeping food topped off and anticipating needs such as condiments and extra napkins.
- Educated guests on our different types of foods on our menu.
- Operated POS terminals to input orders, split bills and calculate totals.

### Shift Lead

- got promoted to shift lead due to experience, taking initiative, and good customer service

- was in charge of the whole store and team during mornings shifts and night shifts

- made sure the store always had enough items in stock by doing FOH and BOH inventory

- had to take charge in team meetings to explain how to team can do better in this area etc.

- was able to count registers to make sure the registers are even in the morning

- also helped conduct interviews with the main manager to help hire new workers

- was in charge of training new workers and making sure that they are comfortable and proficient in their new job