**TRUNG TRAVIS LUU**

Sunnyvale, CA

🕿+1(669)264-1307 🖂Travisluu20@gmail.com

**Operations Manager** | **Consultant** | **Mediator** | **Master Trainer**

Values interpersonal relationships and the importance of long-term relationships. Believes in respecting clients’ finite time and communication transparency. Emphasizes urgency of follow-ups and being accountable for actions as well as helping others stay accountable. Understands the importance of logistics and time-cost variables like inventory, personnel, facility usage to devise strategies implemented daily to maximize productivity. Goal orientated and has eagerness for continuous improvement. Known for emotional intelligent skills that includes but not limited to: process-solution handling with parties, team managing, open-mindedness to others’ perspectives.

**Selected Highlights**

* Handled disputes with customers that would have cost thousands of dollars on a monthly basis
* Generated $1M of sales annually as a part timer which accounted for 30% of operation’s gross revenue
* Trained and coached new employees by enhancing their communication style as well as computer navigation skills on company POS system
* Helped personal training clients ease into a healthier lifestyle and mindset

**Skill Sets**

**MANAGERIAL SKILLS**: Payment report, Inventory Management, Team management, Organizational processing

**COMPUTER OPERATION AND NAVIGATION SKILLS:** POS, SOPs, Vendors, SQL, Word, Excel, Data Entry Logging

**SOFT SKILLS**: Interpersonal Sales Communication, Mediation, Phone Etiquette, Failure Analysis and Troubleshooting, Proper documentation of methods and protocols which includes installation/operation/performance qualifications (IQ/OQ/PQ)

**Professional Experience (SCOPE OF JOB BULLET ACHIEVEMENTS)**

**City Sports Club | San Jose, Ca | June 2021 – June 2022**

*Master Trainer*

Build relationships with prospects and translate them into clients. Maintain and grow relationships for client retention and sell more sessions and obtain referrals. Do physical assessments and create a custom structured training plans and recommendations within scope of practice. Weekly follow up with clients for accountability and work as a feedback loop. Emphasis on diet, training techniques, mentality coaching, and rehabilitation exercises.

* Started with two clients a week to ten clients a week in a month through self-exposure
* Transformed clients lives through mental and physical coaching which resulted in a loss of over 250 pounds overall
* Played a large role in a client completing a 5k race after doing rehabilitation exercises

**Firestone Complete Auto Care | Sunnyvale, CA | June 2019 – April 2020**

*Tire Sales Manager*

Quality control inventory, resolve customer as well as internal conflict, drive sales through sound financial consultation. Ensure proper employee training on software as well as soft skills at multiple operations. Devise tailored solutions to exceed customer satisfaction. Create workflow by directing team members as well as organizing weekly town meetings for concern feedback and boosting team morale. Handle sensitive information and filing. Forecasting and planning pre-operation and post-operation. Certify for quality work performance. Standard operations management: staging, forecasting, executing daily strategies.

* Handled internal conflicts amongst employees
* Built customer loyalty and satisfaction to turnaround operation rank going from a 10th rank to 3rd rank operation in a quarter,
* Trained new employees at multiple operation zones on software navigation and sales communication techniques.

**Sears Auto Center | San Jose, CA | June 2017 - May 2019**

*Customer Sales Advisor*

Shop responsibilities of opening and closing shop: alarming security, inspecting and turning industrial machines on/off, daily financial report and logging, accurately auditing inventory and organizing for quick access, maintaining shop cleanliness. Attentively, precisely, accurately, listen to customers’ information, concerns, conflicts as well inputting in work order. Assume responsibility for handling customer differences and scheduling either in person or through phone. Maintain work flow to ensure customer and employee satisfaction such as staging inventory and preparing additional parts through communication and collaboration of vendors. Mediate conflicts between employees. Inform and advise customers of additional beneficial services.

* Sold $1M+ annually
* Organized and maintained inventory system and taught to other employees which cut staging time in half allowing for efficient work flow
* Set up corporate commercial accounts and serviced

**Education**

**San Jose State University: Currently working on Bachelor of Science in Business Administration, General Business**

**National Academy of Sports Medicine, Certified Personal Trainer, 2021**

**National Academy of Sports Medicine, Physique and Bodybuilding Coach, 2023**

**NationalCPRFoundation, CPR/AED/First-Aid Certification**