

# VINH NGUYEN NGO

## EDUCATION

**Evergreen Valley College**, San Jose, CA  
**High School Diploma**

## PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in food and services industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Wanted to put myself in an office environment in order to prepare for future jobs.

## SKILLS

- Issue and Complaint Resolution
- Calm and Professional Under Pressure
- Order and Refund Processing
- Efficient and Detail-Oriented
- Multitasking and Prioritization
- Upselling Products and Services
- POS Systems and Ordering Platforms
- Understanding Customer Needs

## WORK HISTORY

**CUSTOMER SERVICE REPRESENTATIVE** 04/2021 to Current  
**DC&K, Inc**, San Jose, CA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

**CUSTOMER SERVICE CASHIER** 01/2020 to 04/2020  
**Tastea Inc**, San Jose, CA

- Maintained customer satisfaction while handling product returns quickly and professionally.
- Resolved customer complaints and maintained clean and tidy checkout area.
- Restocked and organized merchandise in front lanes.
- Maintained reports of transactions and greeted customers when entering and leaving establishment.
- Handled approximately daily credit and cash transactions for customers with accuracy and speed.
- Used POS system to enter orders, process payments and issue receipts.

## LANGUAGES

**English**

Native or Bilingual

**Vietnamese**

Native or Bilingual