

# Enoch C. Lai

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## EDUCATION:

### Irvine Valley College:

- Business Administration, AA
- Expected Graduation, Spring 2024

## WORK HISTORY:

### Wilma's Patio (Newport Beach, CA): (January 2023 - Present)

#### Host

- Organized table seating arrangements to optimize restaurant capacity and minimize wait times for guests
- Implemented effective communication with kitchen and waitstaff to ensure timely and accurate order delivery
- Assisted host/hostess team in managing reservations and walk-in traffic to ensure smooth table turnover and guest satisfaction
- Demonstrated a warm and friendly demeanor when greeting and interacting with guests, creating a welcoming atmosphere for all

### Network Capital Funding Corporation (Irvine, CA): (September 2022 - December 2022)

#### Call Center Associate

- Handled an average of 300 calls daily while maintaining a high level of customer satisfaction.
- Maintained an impressive 5% average conversion rate, surpassing company benchmarks
- Participated in ongoing training and development programs to stay up-to-date on product knowledge, sales techniques, and company policies
- Created over 75 opportunities through outbound calls, resulting in increase in sales revenue

### Park Paseo Northstars Swim Team (Irvine, CA): (June 2022 - August 2022)

#### Head Coach:

- Devised training program for swimmers aged 5-18 from all athletic capacities
- Communicated team events and training updates through email with families
- Persuaded coaching staff and board members in changes to practice format
- Nurtured strong relationships with swimmers to establish trust

## LANGUAGES AND SKILLS:

- Bilingual in English and Mandarin
- CA Food Handler certified