

# Jennifer Ngo

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## SUMMARY

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Energetic, motivated, and results driven individual who is passionate about connecting and collaborating with others. Currently seeking an entry level operations position that offers opportunities for creative growth and professional development. Proven track record of process improvements, maximizing efficiencies, and ability to partner with senior management to execute business operating strategy.

## EXPERIENCE

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**STIRR** | Addison, TX February 2024 – Present  
Restaurant Manager

- Maintained safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations
- Built long-term relationships with over 10 key vendors, successfully conducting contract negotiations that resulted in a 15% cost savings
- Managed restaurant revenue, profitability, and quality goals while also overseeing interviews, scheduling meetings, and handling email communication

**Vidorra** | Addison, TX June 2023 – February 2024  
Cocktail Waitress

- Effectively executed over 10 bottle sales every week through seamless teamwork involving managers and bartenders
- Provided exceptional customer service to guests, resulting in a 30% increase in repeat business and a 95% customer satisfaction rating
- Kept open communication with managers, servers, and the kitchen to maintain organization and minimize customer dissatisfaction

**Buffalo Wild Wings** | Garland, TX May 2022 – March 2023  
Server, Certified Trainer

- Trained 15 new servers effectively, equipping them with the essential tools and information, which led to a 20% improvement in service efficiency
- Enforced performance and service standards to maintain a high-quality, customer-focused environment
- Possessed extensive menu knowledge to recommend cocktails, suggest entrees, and answer food preparation questions

## SKILLS

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- Proficient in Process Management, Compliance Management, Reporting, Sales and Marketing, Customer Service
- Knowledgeable with Microsoft Office (Outlook, Excel, Word, PowerPoint), Data Analytics, SEO, Google, Ad Creation and Budgeting
- Analytical, Superior Attention to Detail, Communication, Organizational Skills, Time Management, Leadership, Creative Problem solving, Memorization and Recall
- English (Native), Vietnamese (Native)

## CERTIFICATIONS

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**Digital Marketing Foundations** - LinkedIn Learning, 2024

**SEO Foundations** - LinkedIn Learning, 2024

## EDUCATION

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**Collin County Community College** | Plano, TX August 2020 – December 2022  
Associate of Arts in Business Administration