

# Becky Ma

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## Objective

Experienced and customer-focused server seeking a position where I can provide friendly and efficient service.

## Experience

**Houston Methodist Hospital**, Houston, TX

Imaging Coordinator | *May 2025 - Current*      *Patient Transportation* | *October 2024 - June 2025*

- Serve as liaison between patients, radiologists, technologists, providers, and administrative teams to ensure accurate and timely reporting
- Maintain exceptional communication and patient care through values of integrity, compassion, accountability, respect, and excellence
- Collaborate with nurses and clinical teams to help with room turnovers, timely handoffs, and efficient workflow across units

**Mamasan Sushi**, Houston, TX

Server | *September 2024 - December 2024*

- Supported operations in a newly opened restaurant, helping establish daily service flow and customer service standards
- Accurately took and delivered customer orders while ensuring dietary needs and preferences were met
- Maintained a clean and organized dining area, assisted in opening/closing tasks, and communicated effectively with kitchen staff

**Sushi Monster Restaurant**, Missouri City, TX

Manager, Server, Hostess | *December 2022 - August 2024*, Server, Hostess | *April 2019 - March 2020*

- Supervised front-of-house operations, including scheduling, training, and coaching staff members
- Addressed customer concerns promptly and professionally to resolve issues and maintain high service standards
- Coordinated with kitchen staff to ensure timely order preparation and delivery

**Izakaya-Wa**, Houston, TX

Bartender, Server | *December 2023 - June 2024*

- Provided attentive service and ensured customer satisfaction in a fast paced and high-volume Japanese restaurant
- Handled cash transactions, maintained inventory, and assisted with bar operations
- Demonstrated in-depth knowledge of food and beverage menus to make recommendations

**Thai Spice Buffet**, Houston, TX

Manager, Bartender, Server, Hostess | *June 2021 - October 2022*

- Managed day-to-day operations, including staff supervision, inventory management, and cash handling
- Maintained a clean and organized dining area, ensuring compliance with health and safety regulations

**Part time: Izakaya-Ten, RA Sushi, Aki Steak and Sushi, Garosu BBQ and Sushi, Polu Hawaiian**

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## Education

**University of Houston** — *BBA in Finance, Minor in Entrepreneurship*

*August 2021 – December 2023*

**Houston Community College, Alief Early College High School** — *Associate of Science (Dual Credit)*

*2018 – 2021*

**Elite Beauty Academy** — *Cosmetology School*

*2020*

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## Certifications & Skills

- *Basic Life Support (BLS)*
  - *Microsoft Office (Word, Excel)*
  - *Fluent in English, Mandarin, and Cantonese*
  - *Texas Food Handler, TABC Certified, Cosmetology Permit*
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## Achievements & Activities

- *Dean's List (Fall 2021, Spring 2020–2022)*
- *210+ Volunteer Hours (Sugar Land Chinese Church, Barnes & Noble)*
- *Clubs: FBLA, Earth Club, Robotics, Mentoring, Swimming (freestyle, backstroke, breaststroke)*