

BAO NGO

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San Jose, CA 95132

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An energetic, self-driven team player, with 5+ years of experience in customer service and sales, seeking a sales position with an opportunity of professional development.

PROFESSIONAL EXPERIENCE

Shift Manager

Pizza Hut, San Jose, CA 08/2012 to Present

- Managed 10+ employees on a day-to-day store's operation
- Performs food safety inspection, maintains quality standard, and ensures customers' satisfactions
- Took walk-in and phone orders, and handles cash transactions
- Filed injury reports and followed up on employees' physical and auto accidents

Insurance Sales Agent

New York Life Insurance Company, New York, NY, 08/2011 to 12/2013

- Developed clientele and reached out to new clients through networking
- Conferred with clients to obtain detailed financial analysis
- Explained features, advantages and disadvantages of various insurance policies
- Customized insurance plans to best match individual clients financial need and budget

Conducted process auditing

Grant Writer Intern (volunteer)

Rebuilding Alliance, San Mateo, CA 04/2011 to 06/2011

- Collaborated with Legal Policy Analysts and Senior Grant Writer to identify, develop, and secure funding for specific legal projects and for the agency as a whole
- Researched grant opportunities and assisted with grant proposals, budgets, and reports
- Developed relationships with prospective grant funders and other private and public sector agencies

Community Service Worker II

Community Action Agency of San Mateo County, San Mateo, CA 04/2008 to 03/2010

- Supervised and trained Intake/Outreach program staffs
- Planned, developed, implemented, and coordinated an effective intake process to recruit program recipients and obtain building owner agreements
- Processed HEAP applications and initiated contact with utility companies to intervene low income families from facing emergency energy shutdown
- Directed and supervised office-support staffs in professionally screened incoming calls

EDUCATION

B.S. in Neurobiology, Physiology, Behavioral Sciences, 06/2000

University of California, Davis, Davis, CA

Minored in Human Development, emphasis in Child Developmental Disabilities