

Allen Zhen

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Summary

A Business Management graduate, who is determined with great leadership skills that were developed through my work experiences and volunteering. I would love to find a job that I love to do everyday.

Education

San Francisco State University- Bachelor of Science in Business Management 2014

Work Experience

Centerplate

Santa Clara, CA

Lead

June 2014- Present

- Managed a team of about 20-25 individuals
- Maintained and operated the process of inventory
- Provided excellent customer service (United Club @ Levi Stadium)
- Made sure we provide high quality service and product to our "guests" and recently worked a big holiday event for LinkedIn at Levi Stadium.

Public House/ Mijita

San Francisco, CA

Cashier/ Server

Aug 2012- Present

- Greeted guests as they entered and customer satisfaction
- Make sure food I serve is high quality before serving
- Prepared and delivered guest's food and beverage orders

Select Staffing

San Francisco, CA

Stand Manager/ caterer/ bartender

May 2011- Present

- Managed and trained a team of 10 individuals
- Audited the balances of the cash vault
- Maintained and operated the process flow of inventory
- Provided quality customer service
- Catered and bartended corporate events around the Bay Area
- Ran food to the season ticket holders at the Niners' home games

Awards

Bank of America Training Program

- I basically learned how to be a bank teller and the processes that a check goes through
- How to tell a fake bill from a legit bill
- Upselling to customers
- Learning how to deal with customers, dealing with robberies, and etc.

Others

Graduation *committee Member* for MOBS (Management Organization for Business Students) at San Francisco State University.