

Keven Ngauv

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EDUCATION

The International Culinary Center, Founded as The French Culinary Institute – Campbell, CA
Grand Diploma in Pastry Arts April 2015

- Intensive nine month course of culinary study and 600 hours of hands-on practical training in classic Pastry Arts techniques
- Curriculum includes tarts and cookies, pate a choux, puff pastry, breads, petits fours, cakes, plated desserts, frozen desserts, sugar and chocolate

San Jose State University – San Jose, CA
Bachelor of Science – Business Management

EXPERIENCE

Pastry Cook

Boulevard Restaurant – San Francisco, Ca May 2015-September2015

- Plate over 200+ desserts during service
- Set up, organize, clean stations and kitchen
- Weigh, measure, and mix ingredients according to recipes
- Observe and test foods to determine if they have been cooked properly

Intern

Oui Oui Macaron – San Francisco, Ca February 2015-May 2015

- Prepare various fillings
- Clean equipment, storage, and preparation areas
- Fill macarons
- Measure and mix ingredients according to recipes

Assistant Manager

Johnny's Donuts – Lafayette, CA January 2012-December 2014

- Ensure quality standards are met and orders are completed correctly
- Maximized profits by adjusting the amount of each product made at peak hours and through a decrease of inventory on hand
- Provided excellent customer service to new and existing customers, quickly resolving issues and questions
- Maintained physical store location, including making daily store inspections and ensuring safe and efficient facility operations

Accounts Receivable Associate

Odwalla Inc – Half Moon Bay, CA September 2012-May 2013

- Carried out billing, collection and reported activities for 100+ accounts
- Monitored customer account details for non-payments, delayed payments and other irregularities
- Utilized financial software to post processed checks to the correct accounts
- Coordinated with customers, the payments for monthly, weekly dues, and adjust individual ledgers

Bartender

Elephant Bar- Cupertino, CA

May 2008-December 2011

- Interact with the customers directly and quickly in a manner which promotes the highest level of customer service
- Ensure accurate cash handling and balancing of cash drawers
- Trained new servers on how to create an excellent dining experience and liquor laws
- Promoted from server