



MW

MEGAN WONG

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AREAS OF EXPERTISE

- Breads and Rolls
- Yeast-raised products
- Cake Production and Decoration
- Cookies, Tarts, Muffins, and Scones
- Petit Fours
- Chocolates and Confections
- Plated Desserts
- Frozen Desserts
- Barista

AWARDS

Hazel Boy Scholarship
City College of San Francisco
Attended Artisan Breads and Viennoiseries class at The French Pastry School

SUMMARY

A graduate of the Baking and Pastry Certification Program at City College of San Francisco; versatile, reliable and efficient with experience as a Pastry Intern and over 1.5 years of working in high paced team environments. Background includes large-scale project management, commercial kitchen knowledge, and customer relations. Strengths include:

- Fast learner with attention to detail.
- Customer awareness, problem solver and team player.
- Excellent phone and interpersonal skills.

EDUCATION

City College of San Francisco

Baking and Pastry Certificate Program

2018

ServSafe Certification

2018

University of California, Riverside

Bachelor of Science, Plant Biology

2014

- Chinese Student Association
- Sigma Kappa Sorority

WORK EXPERIENCE

Fillmore Bakeshop

September 2017 - March 2018

Pastry Intern

Production of laminated doughs including croissant and Danish; preparation, baking off, and decoration of various types of cookies; torting, filling, decorating, and finishing of cakes; prep and manufacturing of various items including pies, bundt cakes, and seasonal pastry products; followed principles of sanitation and safety in handling food and equipment

- Proper food preparation utilizing approved recipes, following prescribed production standards, use of proper equipment
- Direct interaction with customers with ability to resolve customer complaints in a friendly manner

Merlone Geier Partners & Management

September 2015 - March 2017

Administrative Assistant

First point of contact for clientele and visitors, arrangement and management of meetings and conference room schedules, responsible for maintenance and inventory of general kitchen and office supplies, processing of invoices and creation of travel and general expense reports

- Proven ability to use computers for word processing, spreadsheet, database management
- Organization of large scale catering events in office meetings and celebrations

Boba Guys, Inc.

August 2014 - March 2015

Shift Lead

Supervision and direction of three to four baristas at a time, preparation of many different types of tea and small baked products; accountable for opening of the store daily; answered customer questions and resolved issues promptly.

- Maintains sanitation and orderliness of all equipment, supplies and utensils within work area
- Ability to follow recipes and instructions for accurate preparation of large productions with minimal supervision