

Henry Mai  
251 Brighton Ave, San Francisco, CA 94112  
(415) 378-3591  
hmai9483@gmail.com

---

### Customer Service Position

<b>Profile</b>	<ul style="list-style-type: none"><li>Over a decade experiences in customer service by doing data entry, problem solving and trouble shooting, and inter-department staff support, and payment receiving at the service window</li><li>Assistant coworkers with problem-solving and trouble-shooting</li><li>Ability to motivate, and cooperate with coworkers and supervisors</li><li>Be able to work independently with the least instruction</li><li>Be willing to ask for new work at the slow working time</li></ul>
<b>Strength</b>	<ul style="list-style-type: none"><li>Working in a flexible schedule</li><li>Be willing to learn new skills while working</li><li>Geography knowledge in San Francisco Bay Area</li><li>Trilingual in English, Mandarin, and Cantonese</li></ul>
<b>Employment</b>	<p><i>Living Spaces, Millbrae, CA</i></p> <p><i>February 2017 to Present</i></p> <p><b>Janitor</b></p> <ul style="list-style-type: none"><li>Sales floor cleaning, and let guests have a fresh, clean and comfortable shopping environment</li><li>Provide Mandarin and Cantonese interpreting for guests with special needs on the sales floor</li></ul> <p><i>Sares-Regis in The Venue, 1155 4<sup>th</sup> Street, SF, CA</i></p> <p><i>March 2016 to February 2017</i></p> <p><b>Porter</b></p> <ul style="list-style-type: none"><li>Detail cleaning in public areas and vacant units, and let guests have a fresh, clean and comfortable shopping environment</li><li>Provide Mandarin and Cantonese interpreting for distinguished residents with language needs</li></ul>
	<p><i>Bluecrew Temp Agency, San Francisco Bay Area, CA</i></p> <p><i>February 2015-Present</i></p> <p><b>Warehouse Clerk, Cashier, Food Server, Janitor</b></p> <ul style="list-style-type: none"><li>Offering food and beverage to guests in the Baseball Stadium</li><li>Cashiering</li><li>Quickly and effectively solve customer challenges.</li><li>Warehouse shipping/receiving/inventory/order picking</li></ul>



*San Francisco Foodbank, San Francisco, CA*

*July 2006  
till April  
2014*

**Intake and Distribution Clerk, Warehouse Order Builder**

- Policy explanation and data entry at pantry sites
- Delivery food boxes to individuals
- Quickly and effectively solve customer challenges.
- Managing volunteers in order to keep them save while serving the organization
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

*DFS Galleria San Francisco Airport, CA*

*July 2003 -  
June 2006*

**Boutique and Fragrance Sales Associate and Cashier**

- Promoted new products to international travelers
- Sold duty free items by following US Customs' policy
- Advised airline travelers who has to carry liquids on flight
- Merchandise shipment and inventories

---

**Education**

*City College of San Francisco, San Francisco, CA*

*1999-2003*

Business and Office Environment; Adult Basic Career Education Courses, GED

