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# VI TRIEU

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## SKILLS

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- Advanced knowledge of computer technology and mobile technology
- Providing excellent customer services due to past job experiences
- Certified in Python
- Initiative, I do tasks without having to be asked
- Goes beyond expectations with tasks/assignments
- Exceptional Listener
- Fluently Bilingual (English & Vietnamese)
- Vast Computer/Technical Literacy
- Interpersonal Abilities
- Communications Skills (listening, verbal, written)
- Multicultural Sensitivity/Awareness.
- Problem-Solving/Reasoning/Creativity
- Flexibility/Adaptability/Managing Multiple Priorities

## WORK HISTORY

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**Courtesy Clerk/Cashier**, 10/2014 to 10/2015

**The Fresh Market** – Bonita Springs, Fl

As a courtesy clerk, I would bag purchased items into grocery bags for the customers. Another thing I would do is go outside and collect shopping carts left by finished customers and bring them back to the store for reuse. During the evening, I would have to sanitize and clean the restrooms, break room, and aid any other staff member that needed help with their tasks in closing the store.

As a cashier, I checked out the customers, provided customer service to anybody who needed it, handled money/cash drawer, and I would occasionally go outside to collect shopping carts.

**Front Desk Membership Services**, 11/2015 to 05/2017

**The Bonita Springs YMCA** – Bonita Springs, Fl

As an employee of the front desk membership services, I would file members folders that had information and waivers that they had signed to join the YMCA, provide customer service by answering customers questions and anything else until they are satisfied, handled money/cash drawer, and input private personal information into the DAXKO system when customers signed up to be members. Lastly, I was responsible of closing the Bonita Springs YMCA building and that consists of a closing procedure of locking the doors, turning up temperatures for certain rooms, balancing the cash drawer and locking it, making sure everybody was out of the building, and turning off all the lights.

**Inventory Specialist**, 09/2017 to 06/2018

**Best Buy** – Naples, FL

As an Inventory Specialist, I would be responsible to do 2 different types of shifts. The first type of shift I would mainly be on is called a "Truck Shift". Truck Shifts would mainly require my team and I to unload a truck full of merchandise for BestBuy and to place each individual piece out on the sales floor wherever they belong. This would be in the late evening when the store was closed. The second type of shift would be the regular inventory shift. For this shift, I was required to make sure that our Daily Tasks List would be completed depending if I was the opener or closer. It would consist of processing returns, running picks (items that customers ordered online for store pick-up and I would go out to find them), staging items for delivery for the next day, and just making sure that the warehouse in the back of the store was cleaned and organized.

**Prime Now In-Store Shopper**, 11/2019 to Current

**Wholefoods/Amazon** – Naples, FL

- Used mobile application to complete orders, request permission for substitutions and communicate in real-time with online order customers.
- Reviews orders prior to pick up for accuracy and purchase-by dates.
- Placed completed orders in labeled, temperature-appropriate storage pending customer pick up.
- Worked productively with customers to meet order requirements and service expectations.
- Memorized store layouts and planograms to fulfill orders using shortest, most efficient route.
- Trained new employees on customer service, money handling and organizing strategies.
- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.

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**EDUCATION**

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**High School Diploma:** 2014

**Estero High School** - Estero

2011 - 2014. Graduated with a GPA of 4.2 and Summa Cum Laude. Was on the Honor Roll. Participated in Key Club International.

**Associate of Arts:** Software Engineering, 05/2016

**Florida Southwestern State College** - Fort Myers, FL & Naples

**Bachelor of Science:** Software Engineering

**Florida Gulf Coast University** - Fort Myers, FL