

# Nhan Truong

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## SUMMARY

*Hardworking senior college student offering skills in managing customer expectations and resolving concerns in Hospitality environments. Sales and service expert with solid record of accomplishment in exceeding performance targets while maintaining exceptional quality standards in all interactions. Knowledgeable about Hospitality industry protocols and best practices.*

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## EXPERIENCE

### Event Assistant

ActionFigures Convention Staffing

January 2020 - Present, San Francisco, CA

- *Supporting and assisting in creating highly successful meetings, trade shows, or conventions with the conviction and comprehensive management of superior on-site staff training, operations, and logistics.*

### Salon Manager

MonZoe Nail Spa

November 2019 - Present, Burlingame, CA

- *Source high-quality and trending nail products for a salon serving more than 1000+ clients a month.*
- *Recruit, hire, and retain a diverse team of talented salon professionals quarterly.*
- *Manage salon supply inventory, including ordering products, managing orders within the allocated budget, and ensuring consistent product availability.*
- *Motivate and coach 16 manicurists to improve performance.*
- *Keep salon operating profitably according to budgetary guidelines.*
- *Increase business by developing innovative marketing programs*
- *Empower the team to take control of customer relations, make good decisions, and expand clientele.*
- *Network at 60+ industry events such as trade shows to promote business and to learn about trending nail products.*

### Nail Technician/Salon Manager

Lucky Nails

September 2016 - October 2019, San Francisco, CA

- *Handled 40+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention.*
- *Developed artistic nail designs based on customers' preferences and personal creative talents for 300+ clients monthly.*
- *Met with 20+ clients per day to discuss needs, service preferences, and special requests.*
- *Collaborated with a team of 25 manicurists for efficient, high-quality service and 100% customer satisfaction.*
- *Successfully maintained strong social media and brand presence across Instagram, Facebook, and Yelp platforms.*
- *Trained and motivated new and junior-level manicurists to improve performance semianually.*
- *Brought and used Venmo as a faster payment method for the salon with better productivity and efficiency.*

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## EDUCATION

Bachelor of Science in Hospitality and Tourism Management

San Francisco State University • San Francisco, CA • 2021 Candidate

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## CERTIFICATIONS

### Supplier Network

Cvent • November 2020

- *Improve a venue's online presence, create winning proposals, and increase RFP conversion rates*

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## SKILLS

Microsoft Office, Vietnamese (native speaker), team collaboration, problem solving, product promotion, training staff, negotiating