GENNA TRAN

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PROFESSIONAL SUMMARY

Administrative professional with 3+ years of experience in high-volume client communication, records management, and compliance paperwork. Keeps files, logs, and database records accurate and current, and handles calls and escalations calmly while staying within company procedures. Currently completing a degree in Economics at the University of Houston, which supports careful work with financial and payment records.

SKILLS

Administrative: Administrative and Clerical Support, File Management, Records Management, Data Entry, Database Record Maintenance, Report Preparation, Scheduling, Deadline Management

Communication: Client Communication, High-Volume Phone Support, Issue Resolution, Escalation Handling, Cross-Functional Collaboration, Procedural Compliance

Software: Microsoft Excel, Microsoft Office Suite, Google Workspace, Salesforce, NetSuite, KWI

WORK EXPERIENCE

David Yurman, Operations Support, Houston, TX

Oct 2025 - Present

- Reconcile daily category-based inventory counts against database records for $500K+ in high-value merchandise, resolving discrepancies of more than 10 units so records stay accurate and audit-ready.
- Enter 10 to 20 repairs and special orders a day in the KWI system and maintain the repair book and special order log, giving every team one current record to work from.
- Answer and route 10+ client calls daily, resolving questions and requests within company operating and security procedures.
- Complete administrative and compliance paperwork by each deadline and flag supply shortages to leadership early, so daily operations are not held up.

Gentle Monster, Sales Supervisor, Houston, TX

May 2023 - Jul 2025

- Supervised and scheduled 4-5 sales associates and handled client escalations directly, keeping a high-traffic luxury store running smoothly.
- Served 80+ customers a day in a store with close to 900 daily walk-ins, reaching 110% of monthly sales targets and $5,000+ in weekly revenue through consultative service.
- Enforced loss prevention and inventory control procedures and oversaw stockroom processing and replenishment, protecting merchandise and keeping records accurate.
- Prepared daily performance reports in Excel and NetSuite for leadership, turning sales trends into insights that informed staffing and inventory decisions.

LEADERSHIP EXPERIENCE

Finance Director, Asian Business Student Association, University of Houston

Jan 2025 - May 2025

- Managed a $30,000+ budget, overseeing allocations and payments and keeping financial records clear for leadership review.
- Secured $6,000 in sponsorships through outreach to 5 business partners and reconciled every incoming payment against its commitment.
- Planned professional development events for 700+ members, coordinating schedules, external partner communication, and day-of logistics.

EDUCATION

University of Houston, Houston, TX

Expected Dec 2027

Bachelor of Science in Economics, Minor in Computer Science