

TIFFANY NGO

Stockbridge, Georgia 30281

404-432-0604

tiffany.ngo306@gmail.com

LINKS

<https://linkedin.com/in/tiffany-ngo-439b8230a>

PROFESSIONAL SUMMARY

I am a client-focused service professional who uses communication skills and decisive problem-solving to create exceptional guest experiences. I train teammates, manage inventory and streamline operations to improve efficiency and customer loyalty—demonstrated by reducing my sorority chapter's debt from \$6,000 to \$0 within four months through disciplined budgeting. Reliable, adaptable collaborator who delivers measurable results in fast-paced environments.

EDUCATION

❖ **Oglethorpe University** Present
B.S. Business Administration, Minor in Accounting Brookhaven, GA

Presidential Scholar Recipient

3.5 GPA

Business Club, Economics Club, Accounting Club

Alpha Sigma Tau, Delta Pi Chapter

- VP of Operations: Oversees the chapter's internal operations, ensuring events, meetings, and programs run smoothly. This role manages logistics, coordinates with other officers, and helps maintain organization, efficiency, and compliance with sorority policies.
- VP of Finance: Create and manage the chapter's annual budget, collect member dues and fees, track expenses and reimbursements, maintain detailed financial records, and provide regular financial reports to the executive board and chapter. Ensure compliance with national organization and university financial policies while supporting members with payment plans or financial questions.
- Member Support and Accountability Chair: Promote member wellness, academic success, and personal growth while serving as a confidential and supportive point of contact for members. Address concerns related to conduct, attendance, or chapter expectations. Facilitate conversations focused on growth, responsibility, and conflict resolution.
- PR Relations, Marketing: Manages the sorority's public image and brand. This role promotes events and initiatives through social media and other platforms, communicates with the campus community, and supports recruitment by showcasing the chapter's values, achievements, and sisterhood.
- Philanthropy Committee: Plans and coordinates events and initiatives that support the sorority's chosen charities. This committee works to raise funds, encourage member involvement, and strengthen the chapter's impact and relationships within the community.
- Banner Chair: Designs, creates, and displays banners to promote the sorority's events, milestones, and spirit. This role supports recruitment and philanthropy by ensuring banners are visually appealing, accurate, and aligned with the sorority's branding.

❖ **Clayton State University** May 2024
Dual Enrollment Program Morrow, GA

- English Composition I & II
- American Government / Civics
- College Algebra
- Biology

- Principles of Economics
- Philosophy: Aesthetics
- Social Science: Critical Thinking

PROFESSIONAL EXPERIENCE

❖ Server/Bartender, Moondogs Pub & Grub Dec 2025 — Present Chamblee, GA

- Delivered exceptional customer service, ensuring a positive dining experience
- Collaborated with kitchen staff to ensure timely and accurate food delivery.
- Delivered exceptional customer service in fast-paced dining environment.
- Trained new staff on menu offerings and service protocols for consistency.
- Developed cocktail recipes, enhancing drink menu to improve guest experience.
- Cultivated relationships with regular patrons, driving repeat business and loyalty.

❖ Economics Researcher, Oglethorpe University Aug 2025 — Sept 2025 Atlanta, GA

- Self-motivated, with a strong sense of personal responsibility. Worked effectively in remote and fast-paced environments.
- Skilled at working independently and collaboratively in a team environment.
- Proven ability to learn quickly and adapt to new situations.
- Analyzed and compared pharmaceutical prices to identify cost differences and pricing trends across markets.
- Collected, organized, and evaluated data to assess factors influencing price variation, such as competition and regulation.
- This research strengthened my quantitative analysis skills and ability to interpret real-world economic data.

❖ Receptionist, New Nails Jul 2019 — Dec 2024

- Hands-on approach; warmly greeting customers
- Assisted customers in processing transactions, ensuring accurate and efficient service
- Managed call center operations by booking and confirming appointments and handling walk-ins
- Engaged with customers in a friendly manner; warmly greeting customers

❖ Barista & Cashier, Nutrition at the Bridge Dec 2023 — Aug 2024

- Enhanced customer satisfaction by expertly preparing beverages and managing kitchen tasks.
- Conducted inventory checks and restocked supplies to maintain operational efficiency.
- Managed cost adjustments and ensured accurate pricing for menu items.
- Coordinated timely deliveries to ensure product availability and customer satisfaction.
- Processed customer transactions efficiently, providing excellent service at checkout.

❖ Cashier & Food Prep, Steven's Fine and Fresh Seafood Dec 2021 — Jun 2022 Riverdale, GA

- Enhanced customer satisfaction by assisting in selecting live crab and crawfish.
- Ensured cleanliness of the kitchen and maintained a tidy floor area.
- Conducted inventory checks and updated pricing for restocked produce items.

LANGUAGES

Vietnamese English

SKILLS

Detail-oriented approach	Positive attitude
Resilient problem-solving	Analytical problem solving
Interpersonal skills	Effective time management
Collaborative team member	Socially engaging
Active listening skills	