

Victoria Thong

Philadelphia, PA | Thongvictoria@gmail.com | <https://www.linkedin.com/in/victoria-thong-93087b270/>

EDUCATION

Temple University
BBA MIS

Philadelphia, PA
Graduation Date: May 2026

WORK EXPERIENCE

Maggiano's

Banquet Server

King of Prussia, PA

Mar 2023 - Present

- Provide specialized customer service for high volumes of guests daily for semi-upscale Italian restaurant- Collaborate with 5+ members to address issues and concerns in efficient manner to maintain highlevel customer satisfaction
- Collaborated with kitchen staff to streamline food service process, resulting in a 20% reduction in wait time for guests.
- Followed through with the proper and timely set-up and execution of banquet events, including table settings, food presentation, beverage service, and clean-up.

Valley Forge Towers

Desk Receptionist

King Of Prussia, PA

Jun 2023 - Oct 2023

- Greeted and assisted visitors, residents, and staff at the front desk of a luxury apartment complex with over 600 units and various amenities and services.
- Maintained records of visitors, residents, and staff activities and transactions using Microsoft Excel and SQL.
- Used property management software to check in and out guests and residents, issue keys, parking passes, and access cards, and handle mail, packages, and deliveries.
- Ensured the security and safety of the front desk area and the complex by monitoring CCTV cameras and alarms.

New Balance

Sales Associate

King of Prussia, PA

Jul 2019 - Feb 2020

- Measured and fitted customers with appropriate New Balance products, using digital foot scanners and other tools
- Maintained records of inventory, sales, and customer feedback using Microsoft Excel and SQL
- Participated in regular training sessions and online courses to update product knowledge and learn new technologies and systems.
- Processed sales transactions, returns, and exchanges using point-of-sale systems and mobile device

SKILLS

Skills: Microsoft Office (Excel, Word, PowerPoint) And Salesforce