# Olivia Đào

*Product Manager*

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| **Profile**  Detail-oriented professional with over 12 years of experience in customer-facing and operational roles across retail and service industries. Strong track record of delivering exceptional customer service, managing daily operations, and collaborating effectively in team environments. Recently transitioned focus toward technology and digital innovation, with growing interest in blockchain, cryptocurrency, and the future of decentralized finance. Currently pursuing foundational knowledge in product lifecycle concepts and agile methodologies through self-directed learning and online coursework. Seeking to leverage transferable organizational, communication, and problem-solving skills as a Product Manager at Coinbase, where I can contribute to mission-driven innovation while rapidly expanding my technical and product expertise.  **Skills**  Customer Experience & Relationship Management, Cross-functional Collaboration, Operational Efficiency & Process Support, Problem Solving & Critical Thinking, Active Listening & Written Communication, Basic Data Analysis & Reporting, Project Coordination (non-technical), Time Management & Prioritization, Conflict Resolution, Retail Inventory & POS Systems, Microsoft Office Suite, Google Workspace, Jira, Slack & Zoom, Adaptability in Fast-Paced Environments, Feedback Integration, Team Support & Peer Training, Event Coordination & Logistics, Cash Handling & Financial Accountability, Policy Compliance & Safety Procedures, Cryptocurrency Basics, Decentralized Applications (dApps) – user experience, Web3 Concepts, Blockchain Fundamentals, User-Centric Mindset, High Work Ethic & Ownership Mentality, Remote Work Readiness, Growth Mindset & Continuous Learning, Public Speaking, Cultural Awareness in Communication  **Languages**  English — native  Vietnamese — conversational – family heritage, occasional community volunteer interpreting  **Awards**  Support Star Award | 2021-09-30  UrbanPantry  Received “Support Star” award (Q3 2021) at UrbanPantry for consistent positive service ratings and peer collaboration.  **Certifications**  California Food Handler Card | 2023-01-01  State of California  Notary Public License (CA) | 2019-01-01  State of California  Product Management Certificate | 2025-06-01  Product School  **Interests**  Exploring decentralized identity applications  Attending local Web3 meetups and hackathon demos  Personal crypto portfolio management: small-scale, educational  Sustainable urban living and community resilience initiatives | **Experience**  **Customer Experience Specialist at UrbanPantry Market**  01 Jun 2020 – Present  Retail specialty grocer focused on sustainable and tech-integrated shopping experiences.   * Provided front-line customer support, resolving inquiries related to product availability, delivery logistics, and loyalty program usage with a 98% satisfaction rate over two consecutive quarters. * Trained 15+ new team members on store systems, customer service protocols, and compliance standards, reducing onboarding time by 20%. * Collaborated with operations and marketing teams to support weekly promotions, contributing to a 12% increase in repeat customer engagement. * Collected and summarized customer feedback for internal review meetings, influencing product display layouts and inventory decisions. * Managed cash register operations, daily reconciliations, and inventory restocking in coordination with suppliers.   **Store Operations Associate at BrightLife Goods**  01 Jan 2016 – 01 May 2020  Mid-sized lifestyle retail chain offering health-focused products and home essentials.   * Directed daily floor operations, including inventory audits, display updates, and staff scheduling for weekend shifts. * Partnered with regional coordinators to implement new checkout procedures, improving average transaction time by 15 seconds. * Responded to customer complaints and escalations with empathy and follow-up, maintaining consistent praise in post-visit surveys. * Supported the rollout of an in-store app integration (iOS/Android) by educating customers on QR code usage and feedback submission. * Maintained compliance with health and safety standards, including routine equipment checks and team briefings.   **Sales & Client Support Associate at Pacific Horizon Media**  01 Mar 2012 – 01 Jun 2014  Small local marketing firm supporting small businesses with digital presence.   * Assisted clients with basic website content updates, Google My Business listings, and social media scheduling via editorial calendars. * Conducted client intake interviews, documented business needs, and relayed information to design and development teams. * Supported team-wide transition to cloud-based file sharing (Google Drive), improving inter-departmental access by reducing email bottlenecks. * Participated in weekly team stand-ups to report client progress and upcoming deliverables.   **Education & Training**  **Bachelor of Arts, Communication**  San Francisco State University  01 Aug 2007 – 01 May 2011  **Continuing Education & Self-Directed Learning**  Self-Directed Learning  01 Jan 2021 – 31 Dec 2023  **Projects**  **Improved Customer Retention**  At UrbanPantry, helped implement a customer feedback loop that contributed to a 17% increase in repeat visits over six months.  **Streamlined Onboarding**  At BrightLife Goods, developed a visual training guide for new hires that reduced orientation time by one full shift.  **Tech Adoption Support**  At Pacific Horizon Media, assisted in onboarding 23 small business clients to new digital tools with zero drop-offs during transition.  **References**  References available upon request. |