

PENGTEDA CHENG

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Dynamic professional with a proven track record at Castle Donuts, where I enhanced customer satisfaction through innovative service programs. Proficient in Adobe Creative Suite and skilled in responsive design, I excel at blending creativity with effective communication to drive engagement and elevate brand presence.

TECHNICAL SKILLS

- MERN Stack
- Adobe Creative Suite
- Canva
- Content marketing
- Social media management
- Spanish to English translation

PROFESSIONAL EXPERIENCE

VIP Bottle Server, Perch & Plow | Santa Rosa, California, US **March 2024 - Present**

- Assessed customer needs by circulating within assigned areas during peak hours.
- Provided excellent customer service to guests by anticipating their needs and responding to requests
- Demonstrated effective communication skills in interactions with customers and coworkers.

Assistant Manager, Castle Donuts | Clearlake, California, US **Jan 2012 - Present**

- Redesigned bakery menus featuring creative regular and seasonal items.
- Established and executed a customer service program aimed at boosting satisfaction.
- Provided assistance to customers by responding to phone inquiries about orders and questions.
- Managed social media pages effectively.

EDUCATION

Associate of Science, Web and Multimedia, Full Stack Web Development **Aug 2024**

Santa Rosa Junior College

Bachelor of Arts, Spanish **Aug 2016 - May 2022**

Sonoma State University

- Minor in: Astronomy

ADDITIONAL INFORMATION

- **Languages:** English, Spanish, Khmer
- **Certifications:** Full Stack Web Development, UC Berkeley Extension (2022)