

Alan Li

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Creative Reel/Portfolio <https://www.whoisalan.info/>

PROFESSIONAL EXPERIENCE

Bank of America – Herald Square, New York

Relationship Banker

July 2022 – Present

- Responsible for opening and closing one of the most high-traffic branches daily and ensuring operational excellence.
- Transitioned clients to become digital adopters of banking products and convenient services
- Retaining client relationships and fostering organic growth that created partnerships through the discovery, uncovering, and referral process. Helped clients with day-to-day deposits, withdrawals, transfers, and certified checks.
- Collaborated with peers to prevent losses, ensure client care, and review operations findings.

Gaonnuri – Nomad Tower, New York

Fine Dining Korean BBQ Server

July 2022 – Present

- Proven Server with restaurant operations experience spanning 8+ years. Provided full-service experience including serving, wine tasting, and cooking. Responsible for memorizing specials, tasting menus, and prefixed menus.
- Knowledgeable about every ingredient from dry age to A5 Wagyu and cooking techniques for open-fire table grills.
- Responsible for serving corporate buyouts, company parties, high-level executives, and celebrities.
- Provided professional service, and fine dining experience, and collaborated with chefs to ensure smooth dinner service.

Kazan BBQ Ramen – Albany, New York

Operations Manager

October 2020 – May 2022

- Keyholder of the restaurant and responsible for opening and closing the restaurant daily
- In charge of recruiting, training, and retraining staff to ensure their menu and customer service knowledge.
- Adaptable to day-to-day demands: i.e., leader server, bartender, manager, and expeditor.
- Involved in buying and communicating with food suppliers and alcohol vendors.

Real Estate Manager – New York, NY

Self Employed *June 2020 – May 2022*

- Manage 23 residential units including 7 residential properties. Inspect project renovations and full-gut projects. Successfully obtain occupancy permits following compliance regulations with local building and state codes.
- Lead a team of 2 general contractors and 5 subcontractors. Mitigated rising costs and ensured quality control.
- Renovated 4 floors including basement full gut and shingle roof installation over a 2-month span, while staying \$22,000 under budget

College Works Painting – Jericho, NY

September 2018 – November 2019

Local Branch Manager

- Successfully led the branch with over 22 local teammates in over 20 projects with effective sales and service management skills by increasing team partnership.
- Implemented performance enhancement strategies to generate over \$65,000 in revenue in three months.
- Oversaw a team of subcontractors for project efficiency and time management.
- Generated over 120 leads through various marketing strategies (door-to-door, referrals, fliers, etc.)

EDUCATION

University at Albany, State University of New York *Class of 2022*

Bachelor of Arts in Communications, Minor in Business Administration

Dean's Honors List/ Dr. Spellman Academic Achievement Award

Pi Delta Psi Fraternity, Inc. President, Treasurer, Public Relations, Webmaster & External Affairs

SPECIAL SKILLS

Technical Skills: Microsoft Office, Excel, Power Point, Photography, Final Cut Pro, Adobe Photoshop & Adobe Lightroom.