

Chao Thao

South Saint Paul, MN

- Email me on Indeed: <http://www.indeed.com/r/Chao-Thao/2df600c4b9c94a8f>

To obtain a challenging job position that will utilize my educations and background work experiences in the pass years.

SUMMARY OF PROFESSIONAL EXCELLENCE STATEMENT

Excellent management skills, able to managed multi-test assignments simultaneously while maintaining a professional work atmosphere. Excellent customer services skills, proficient in Microsoft Office application (Outlook, Word, Excel, Power Point, 10 digit keys), and internet. Solid oral and written communications skills, excellent communication skills in interacting with all age group at all level.

Willing to relocate to: Minneapolis-Saint Paul, MN

Authorized to work in the US for any employer

Work Experience

Extrusion Lead Operator 1

SWM - Minneapolis, MN

November 2016 to Present

Supervised all machine operators in my department. Train new operators. Trouble shoot all machine within my shift. Check and verify all documents and schedules to make sure job orders are correctly in order. Management meetings every morning to determine what jobs needs to be run and which job is more priority. Test and verify that production orders are inspect per customers satisfaction according to SOC.

Brake Press Operator/heat treat

Whirltronic Inc. - Buffalo, MN

January 2013 to Present

Brake Press Operator

- > Installing dies into brake press; dies set up according to operation sheet
- > forming; shearing; sharpening blades
- > heat treating; tempting metal to inspect of haredness for customer satisfaction
- > blue print reading; testing metal hardness by griding and using rockwell hardness tester.
- > measurement of blade; run brake press line production; run heat treat line

GE Water & Technology Hopkins, MN 55343

* Filter Assemblers (09/2010-10/2012)

- Make water filter elements for production manufacture
- Cutting; Trimming; Caging; Fiberglass; and Rolling Elements
- Measuring all elements to make sure all sizes are correct.
- Work as team with other workers in rolling table.
- Make sure elements have no wrinkles or damages before sending into the next step of the element process.
- Inspect all elements; check glue leaks; test all glues before shift and used.
- Check process sheets to make sure membranes/spacers are correct
- Cut materials according to the process sheet because of different types of elements
- Check laser lines/ glue lines
- Scan elements into computer system data base in all areas, to track down all elements and production wise.
- Chamfer elements only if train properly by a supervisor or trainer.

Andy Frane Services Mahtomedi, MN 5515

Tester/Assembler

GE Water and Process Technologies - Hopkins, MN
March 2010 to May 2012

Assemble water filters according to job order sheets; fiberglass water filter using machine; operating cutting machine to trim water filters. Scan job order into computer data sheet to maintain inventory counts; test water filters in machine to verify leaks by using salt chemicals.

Security Officer

ANDY FRAIN SERVICES - Mahtomidi, MN
August 2009 to March 2010

Expertly monitor outgoing and incoming semi trucks and vehicles for safety and security assurance.

Successfully check-in company employees and visitors into company building eliminating fraudulent activities.

Maintain logging daily semi-trailer's cell numbers into computer system to prevent miscommunication and mistake trailers.

Make daily patrol rounds securing and reducing suspicious activity on or around company perimeter.

Professionally handle client and customer phone calls.

Direct and escort people on and off the premises.

Responsible for ensuring building safety by checking locks, alarms and security on doors and windows.

Promptly respond to emergency calls and resolve problems in an efficient manner.

American Girl Store Bloomington, MN 55425

Loss Prevention Agent

American Girl - Bloomington, MN

October 2008 to July 2009

Maintain checking all employee baggage before leaving work for the day to reduce employee theft.

Effectively pulled cash registers and cash vaults daily reports to ensure profit making

Emailed and faxing monthly reports to Retail Audit team to ensure guideline standards.

Successfully resolved accidents to promote a professional work atmosphere.

Expertly investigate internal theft cases by interviewing employees.

Provide excellent customer services and safety precaution to increase customer sales

Maintain watching and monitoring CCTV at all time in cash office/ call center.

Take phone responsibility with a professional attitude and transferring to management team.

Efficiently make routine walks on store floor to ensure safety of both employees and customers.

Handled all cash deposits made to Dunbar Armor with check book receipts and documentations to reduce loss of funds or theft.

Retrieved and reviewed videos from CCTV when incident occurs in store premises.

Respond to emergency calls (CODE-RED)-loss child, injury incidents, and theft.

Report written including injury incident, theft, and any serious emergency situations.

Boston Scientific Corporation Saint Paul, MN 55112

Mentor staff

REM Hennepin - Bloomington, MN

October 2007 to September 2008

provide safety care for mentally disabled elders within the group home setting

- Safely handle all individuals and document every progression down on paper in every file of each patient.
- maintain appropriate manners professionally and provide care to all elders within the group home setting; be their eyes and ears
- Record and document any behaviors each patients act on a daily bases with their case file
- Productively work hand to hand with managers and other staffs as a team to assist all elders within group home setting
- Report writting includes i.e. Incidents; emergency situations; patient's behaviors
- Document all activities of each pateints and attach to each individual case file.
- Administrate prescribes medications to each patients base on their case file and must be certified by an RN by passing an administration exam test.

Hannon Security Services Inc. Bloomington, MN 55425

Mobil Patrol Security Officer

Hannon Security Services Inc. - Bloomington, MN

February 2006 to September 2007

Successfully patrol exterior and interior of assigned office buildings during and after work hours to ensure security, safety and well-being of its area.

Promptly respond to emergency and alarm calls from ADT, Trans Alarm, and SRSI which reduce 911 calls and fees charged to companies.

Generate clear and consistent written resolution reports i.e. false alarm, inspections, vehicle unlock, accidents/incidents and safety routine detex rounds.

Successfully passed company security regulations and received CPO-Security certificate.

Routinely follow-up and changed-out video tapes for CCTV systems and monitors on schedule maturity dates.

Respond swiftly to customer inquiries i.e. unlocking doors, activating and deactivating personal alarm systems appropriately.

Routinely check-up with on-site or base manager to confirm security and effective communication.

Responsible handling and used of company access cards, keys, PDA, and alarm codes which reduce unnecessary security breech.

Some light company due diligent required i.e. professionally escorting terminated employees off company premises, removing individuals from banks, or securing company premise, confirming damages i.e. broken window, auto theft, vehicle damage, doors prompt open, unlocked doors, etc

Some light personal customer due diligent required i.e. checking for gas or chemical leaks, ensuring water pressures, heat gauge temperature, water leaks and any other suspicious activities.

When necessary, provided support to other officers by responding and taking additional calls or inquiries which promoted team work and increased colleague relations.

Complete business accounts on route sheet with certain time frame.

Uniformed dress code at all time with professional manners.

Report any suspicious activities to account management.

Mandatory check-in with SRSI(call center) every hour.

Phalen Lake Elementary School Saint Paul, MN 55106

Teacher Assistant

Phalen Lake Elementary School - Saint Paul, MN

January 2004 to February 2006

Classroom supervision, help assist teachers, and take attendants of students.

Help students with homework; such as math, reading, writing, and English.

Make phone calls to parents regarding their kids in the after school program.

Work hand to hand with teachers and other staffs.

Translate to Hmong parents and student to clarify any misunderstanding about how the after school program work.

Insure the safety of all students and staffs.

Escort students to bus lines and make phone calls to parents for pick-up.

Education

Bachelor of Science in Criminal Justice Program

Brown College Mendota Heights - Mendota Heights, MN

June 2007

High School Diploma in General Education

Highland Park High School - Saint Paul, MN

Certifications and Licenses

CPO Certification

Certified Protection officer-CPO
Security Officer certification given by Hannon Security Service Inc.

Security Guard

Class D Security License

Additional Information

Areas of Expertise

- * Bilingual - Fluent in Hmong both verbal and written
- * Interpersonal Communication/ report writing / radio communication
- * Trainer - Serving as a resource/assistant
- * Customer Service Support and Guidance
- * General Administrative Support/ cash office work
- * Record Keeping and maintaining files
- * Data Entry
- * Securing company safety, welfare, wellness and health
- * Ensure and Audit security systems
- * CCTV Monitoring/ Security patrolling