

CHRISTOPHER LAI

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PROFESSIONAL SUMMARY

Motivated business student at the University of Nevada, Reno with hands-on experience leading team operations, improving customer satisfaction, and supporting business performance in a fast-paced environment. Proven ability to manage teams, solve problems, and improve workflows using data and real results. Seeking a business management internship to apply leadership, analytical thinking, and operational skills within a professional firm.

EDUCATION

University of Nevada, Reno

Bachelor of Science in International Business — Expected June 2029

Associate of Business in International Business — Expected June 2027

Milpitas High School

High School Diploma — June 2022

PROFESSIONAL EXPERIENCE

Home Depot — Customer Service Manager | June 2022 – Present

- 1 Lead daily operations of a 20+ employee team, ensuring efficiency and strong performance
- 2 Increased customer satisfaction scores by over 50%
- 3 Reduced escalation cases by 65% through problem solving
- 4 Analyzed service trends and improved workflow productivity
- 5 Managed front-end operations including cash handling and returns
- 6 Assisted with scheduling and workforce planning

Ontario Jr Reign — Assistant Captain | Aug 2023 – June 2025

- 1 Led team communication and accountability
- 2 Mentored teammates and strengthened team culture
- 3 Participated in community outreach events
- 4 Coached youth athletes and developed leadership skills

SKILLS

- 1 Leadership and Team Management
- 2 Business Operations and Process Improvement
- 3 Problem Solving and Analytical Thinking
- 4 Customer Relationship Management
- 5 Microsoft Excel and Data Tracking
- 6 Communication and Team Collaboration
- 7 Cash Handling and POS Systems
- 8 Social Media Marketing
- 9 CPR and First Aid Certified
- 10 SafeSport Certified