

# CHRISTOPHER LAI

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## Education

**Bachelor of Business in International Business** Expected Grad. June 2029 University of Nevada, Reno

**Associates of Business in International Business** Expected Grad. June 2027 University of Nevada, Reno

**General Education Degree** Milpitas High School Grad. June 2022

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## Experience

Home Depot - Milpitas, CA

June 2022-Present

### Customer Service Manager

- **Supervise** a team of 20+ associates daily to ensure efficient operations, improving customer satisfaction scores by 50%.
- **Resolve** customer complaints and issues quickly, reducing escalation cases by 65% and maintaining store reputation.
- **Train and mentor** new employees on company policies and customer service standards, leading to faster onboarding and stronger team performance.
- **Oversee** front-end operations including cash handling, returns, and scheduling, ensuring compliance with company policies and minimizing shrinkage.
- **Collaborate** with management to streamline workflow processes, to increase department

**Ontario Jr Reign** - Ontario, CA

August 2023-June 2025

### Assistant Captain, Forward with the Ontario Jr Reign

- **Lead** by example on and off the ice, serving as Assistant Captain and mentoring teammates to maintain accountability and positive team culture.
  - **Engage** in community service through the team, volunteering at local food shelters, pet shops, and the USO to strengthen community ties and represent the organization with pride
  - **Coach and mentor** youth hockey players, fostering skill development, teamwork, and love for the game among younger athletes.
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## Skills

- **CPR & First Aid Certified**
- **SafeSport Certification**
- **Food Handler Certification**
- **Cash Handling & POS Systems**
- **Social Media Marketing**