

Christopher Dang

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PROFESSIONAL SUMMARY

Mission-driven program manager with 10+ years of experience managing client-facing operations & engagements, and creating process improvements across nonprofit, retail, and small business sectors. Proven ability to design workflows, deliver client-facing projects, and support diverse stakeholders from concept to completion. Recently led operations for the largest Asian immigrant health clinic on the West Coast, managing multi-departmental projects, stakeholder communications, and training programs.

PROFESSIONAL EXPERIENCE

Program Operations Manager – Asian Health Services | Oakland, CA 2023 – Present

- Led \$4.5M department and 12-person team to expand community health outreach and education including local small businesses and Chamber of Commerce at an Federally-Qualified Health Center supporting over 50K patients annually particularly for the low-income monolingual AAPI community..
- Oversee 6 grant accounts tailoring approaches to fulfilling and maximising client engagement opportunities through proactive outreach and education to local small businesses and community centers
- Cultivated and maintained partnerships with 25+ stakeholders and community organizations, building a collaborative network of resources that supported both community partners and local businesses
- Track program outcomes, prepare reports, and present impact data to leadership, funders, and community partners

Small Business Owner / Founding Operator – Vui Ve Eatery | Oakland, CA 2022 – 2025

- Founded family-owned Vietnamese restaurant from scratch, overseeing end-to-end operations, navigating complex government processes, including permitting and licensing
- Developed and executed strategic marketing initiatives, including digital campaigns and field marketing, contributing to +33% increase in brand awareness and +45% increase in repeat customer rate in first 6 months
- Managed financial planning and operational efficiency, reducing cost of goods sold (COGS) to under 30% monthly through inventory oversight, vendor negotiations, driving profit margins of ~15%
- Built scalable hiring, training, and operational systems, creating tailored onboarding programs for a team of non-English speaking immigrants, equipping them to excel in a fast-paced environment.
- Created and executed community outreach campaigns and local partnerships that boosted brand awareness +33% and built long-term customer loyalty.

Strategy & Operations - Uniqlo | New York, NY 2014 – 2022

New Market General Manager

- Spearheaded successful launch of a new store, achieving a 65% gross profit margin within the first fiscal half through strategic sales and inventory planning, and people development and team morale building
- Recruited & trained 50+ staff to launch a new market store, achieving sales targets while maintaining personnel costs below 15% payroll budget benchmark—optimizing operational efficiency without compromising output
- Achieved 59% gross profit margin in the first year—exceeding U.S. benchmarks—by optimizing inventory turnover and adapting sales strategy to real-time customer trends

Clientele Project Manager

- Established new specialty customer engagement team, elevating the SOHO flagship store to #1 in customer service ratings (4.9-star average) for 9 consecutive months
- Created in-store feedback loop to influence supply chain decisions—directly leading to new products like 5" inseam men's chino shorts based on customer demand.
- Helped deploy self-checkout at UNIQLO's first U.S. pilot store, setting operational standards that enhanced productivity and customer experience across all locations.
- Cultivated local partnerships (e.g., VisitOrlando) to drive foot traffic and grow brand presence by 15%

EDUCATION, SKILLS, & INTERESTS

Philadelphia University – School of Business Administration

GPA: 3.8

Bachelor of Science in Business Administration

Credentials: Project Management Professional (PMP) - Expected completion in August 2025

Skills: Excel, project management methodologies (Agile, Waterfall), CRM & EMR systems, Vietnamese (fluent)