



# Lisa Liou

## Professional Profile

[lialiou@yahoo.com](mailto:lialiou@yahoo.com)

The Lagoons, Foster City, CA

(650) 862-8267

### Professional Working Characteristics

Lisa Liou is a consummate and results-driven management professional with over 16 years of demonstrable experience in the fine dining and office management fields. Lisa has successfully blended the demands of these two fields to create a practical, highly effective approach to KPI identification/achievement, customer/co-worker/stakeholder satisfaction, seamless internal operations and 5-star outcomes.

### Skill Set Highlights

- Strong Work Ethic
- Relationship Building
- Coaching and Mentoring
- Skillful HR practices
- Diplomacy and Tact
- Eager for Business Growth
- Customer Satisfaction
- Stakeholder Satisfaction
- Growth Oriented
- Budget Management
- Highly Organized
- Intuitive
- Eager for Knowledge
- Performance Enhancer
- Improvement Driven
- Conflict Resolution
- Operations Management
- Safety & Compliance
- HIPAA Conversant
- Record & Chart Mgmt.
- POS Processing
- Accounts Receivable
- Accounts Payable
- Staff Scheduling

### Education and Tech Skill Sets

- San Francisco City College, AA
- Acting Paralegal
- PC/Mac/Android/Network proficient
- MS Office Proficient
- Aloha POS System skilled
- Purchasing & Inventory Control Systems



### Work History

2019 - Present

#### **Supervisor, Team Leader**

The Allergy & Asthma Clinic  
San Mateo, California

The Allergy & Asthma Clinic

[www.TheAllergyClinic.com](http://www.TheAllergyClinic.com)

- **New Patient pre-screening, counseling and administrative processing.**
- **Insurance processing, referrals, authorizations and patient setup.**
- **Chart and record setup and maintenance.**
- **Setup, maintain and troubleshoot the Patient Portal, including verification of data input.**
- **Purchasing and inventory control of medical, administrative and Patient supplies.**
- **Accounts Payable maintenance, benefit processing, verifications and auditing.**
- **Manage and process inbound hard copy communications and general data communications.**
- **Manage and maintain scheduling calendars, vacation calendars and periodic billing schedules.**
- **Manage and maintain a variety of HIPAA required authorizations, consents, and transmissions.**
- **Counsel Patients, as necessary, on HIPAA requirements and Patient Privacy benefits.**

2012 - 2019

#### **General Manager**

The Van's Restaurant  
Belmont, California



- **Coordinated daily "Front of the House" and "Back of the House" restaurant operations.**
- **Effectively managed payroll and timekeeping, including completion of proper paperwork for new hires and terminations.**
- **Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.**
- **Led and directed team members on effective methods, operations and procedures.**
- **Oversaw "Front of House" personnel to maintain adequate staffing and minimize overtime.**
- **Organized special events in the restaurant, including receptions, promotions and corporate luncheons.**
- **Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment, and supplies.**
- **Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.**



### Work History (cont.)

2008 - 2012

#### **Manager/Concierge/Server**

Kobe Japanese Restaurant  
Foster City, California



- Collaboration and operations management of the restaurant, front and back.
- Customer payment processing.
- Complete POS system processing, auditing, field design and input.
- Menu collaboration with chefs and highest-quality presentations to customers.
- Daily activity accounting and rigorous auditing of all financial transactions.
- In charge of day-to-day operations of the business, including inventory and ordering.
- Manager of customer satisfaction, experience improvement and guest returns.

1999 - 2002

#### **Office Manager**

Specialized Legal Services  
San Francisco, California



- Improved operations by automating client correspondence, record tracking and data.
- Accounts payable reports, auditing, interpretations and recommendations to stakeholders.
- Handled all aspects of office supply and vendor management, keeping vendor files accurate and up-to-date to expedite payment processing. Supervised and trained office personnel.
- Preparation of subpoenas and Service of Process
- Served as a Deposition Officer - all necessary diligence for production of records documents.

1997 - 1999

#### **District Manager**

Pacific Coast Legal Services  
San Francisco & San Jose, California



- Conducted court record research and conferred with colleagues expertise to develop strategies and arguments to prepare for case presentations and arguments.
- Directed personnel training and mentored team members to promote productivity, accuracy, and commitment to exceptional service. Rapid advance achieved by fully supporting stakeholders.
- Managed all aspects of accounts payable, accounts receivable, and payroll.