

Luan Tran

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EXPERIENCE

Star Nails of Shorewood

Feb. 2019 – Present

Operations Manager

Shorewood, IL

- Promoted to Operations Manager in early 2023. Run day-to-day operations for a 55-person team and an active client base of about 2,500 in a high-turnover business.
- Diagnose floor problems from incomplete information, such as wait times, staffing, and process, and make decisions when revenue and customer experience are on the line.
- Manage and strengthen the relationships between clients, technicians, and front desk staff.
- Step in as a mediator when situations get heated.

PROJECTS

Stellar – FinTech for Beauty Professionals (iOS)

- Built a local, privacy-first income and expense tracker for beauty professionals with built-in commission logic.
- Researched and identified a gap in retirement planning for commission-based and solo beauty professionals, then built an edge-proxied AI assistant to address it.

Aesthetikk – Reimagined Photo Editing (Web App)

- Consolidated a fragmented photo editing workflow (desktop editors plus paid LUT marketplaces) into an install-free web app with over 900 presets and other editing tools.
- Built the color engine with WebGL2 so images are processed entirely client-side, with no server required.

ImprovLens – Event Photo Sharing (iOS)

- My first project, inspired by event photo collection apps.
- Shipped my first production mobile app, with separate host and guest flows: QR code access for guests and authentication for hosts.
- Added real-time event features and applied filters to images using the Skia library.

SKILLS

Operations: Workforce scheduling, client-facing operations, workflow design that adapts under pressure

People: Clear communication, teamwork, and respect for others

Technical: TypeScript, React (Next.js, Vite), React Native (Expo), CI/CD, Git

Tools: Cursor for IDE and agents

EDUCATION

Computer Systems Institute

Chicago, IL

Business Career Program: Business Finance, Organizational Administration, Marketing

Jan. 2022 – Jul. 2025

Seattle Central College

Seattle, WA

Business Technology Management (did not complete)

2017 – 2018