

The Flexible BUSINESS PLAYBOOK

How to Manage and Navigate the Economic Uncertainty

WELCOME, ATTENDEES!



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Our meetings are open to the public.

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SAVE THE DATE SUNDAY JULY 2 2023

Scan QR code to see this year's amazing event and information for Liberty Fest 2023



SouthwestManagementDistrict.org





Greetings Everyone!

On behalf of the Asian Chamber of Commerce, it is our pleasure to welcome you to our annual Business Conference. Every year, the Houston Asian Chamber organizes a business conference focused on providing resources to help educate and promote trade opportunities through networking, round-table conversations, and workshops.

Our theme this year is "The Flexible Business Playbook". With the evolving landscape of the world and local economy, the Asian Chamber of Commerce is committed in bringing together thought leaders to contribute to the development, growth and prosperity of the Asian business community. We're hopeful our platform will help encourage and stimulate new ideas that will help you achieve your business goals.

Additionally, we are excited to recognize this year's class of Rising 10 Award recipients. The award identifies Asian-owned businesses in the Greater Houston area as those who have the highest level of growth over the past few years. The contributions and impact made by these businesses in the community is significant and we want to highlight their success along with their dynamic growth.

With putting together an exciting event, there is considerable effort, hard-work, and timing behind the scenes and on-stage. We want to express our deep appreciation to our wonderful Sponsors for their partnership and support of the Asian business community. Our Sponsor's collaboration and generosity help make our conference possible. Also, we like to extend a special thanks to our speakers and presenters for taking time to share their expertise and wealth of knowledge with us. Lastly, we want to extend our gratitude towards our staff who have worked tirelessly for many months to make this business conference a reality.

Altogether, we're excited to see everyone for a day filled with engaging conversations, learning opportunities and lasting partnerships. Welcome to the 2022 Asian Business Conference!

Cheers.

Tuan Nguyen

Board Member and 2022 Conference Chair

Asian Chamber of Commerce





SMALL BUSINESSES ARE THE BACKBONE OF OUR COMMUNITIES. BUT DURING THE PANDEMIC, SMALL BUSINESSES OWNED BY PEOPLE OF COLOR AND WOMEN WERE SOME OF THE HARDEST HIT. COMCAST RISE – A MULTI-FACETED PROGRAM OFFERING MARKETING SERVICES, AND TECHNOLOGY UPGRADES – WAS CREATED TO INVEST IN THE SUCCESS OF THESE BUSINESSES.

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EVENI SCHEDULE

Welcome

Global Sponsors Remarks

Rhonda C. Arnold, JD

Chief Community Relations and Business Affairs Officer

Houston Airport System

Lunch Break

Keynote
"State of the Asian Community"
Bill Imada
Chairman and Chief Connectivity Officer
IW Group

Rising 10 Awards Sponsors Remarks
Toni Beck
Vice President, External Affairs
Comcast

Rising 10 Awards Presentation

Closing



The Rising 10 Awards highlight the 10 fastest growing Asian-owned companies in the greater Houston area.

WE ARE PROUD TO PRESENT OUR 2022 RISING 10 AWARD RECIPIENTS.

Brazos Valley Marketing
Dumpling Haus
Environeer LLC
Ginger Kale
One Dim Sum
Kwickpos
The V Agency – Allstate Insurance
Vietwich
Visiting Doctors
Magical Winter Lights

RISING 10 AWARDS UNDERWRITER



2022 AWARD AUDITOR







At BVM we have one simple goal. To turn YOUR website into a money-making machine. We do that by occupying the most important real estate on the internet, Google.

Chances are you have been flooded with spam calls and emails in the past, all claiming to be better than the best, saying they will rank you on the first page of Google. I won't bore you by glorifying myself; however, I still want to provide you with enough details to help you assess if we would be a good fit for your SEO needs.

Here is How We Will Rank Your Website on Google:

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- 3. Effective Link Building (link creation from different sources)
- 4. Citation Building
- 5. Onsite Blogging (native English speakers)
- 6. Press Release Syndication (native English speakers)

Why Hire BVM for Your SEO Campaign?

Running a successful SEO campaign requires a serious team effort from specialized talents such as experienced SEO analysts, content writers, outreach specialists, expert link earners, and more. When you hire BVM, your campaign is taken care of by a team of SEO experts who eat, drink, and sleep SEO every day.

We Are Committed To Upholding These Core Values:

- 100% White Hat or Natural SEO
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- Local English Speakers (Without The Annoying Tech Speak)
- 100% Turnkey SEO (We Do ALL The Writing)
- We Scale With You
- We Specialize In SEO Only



DUSTIN OGLE

Dustin Ogle started as an Electrical Engineer by training from Texas A&M and has since turned into a business owner/entrepreneur. In his free time he likes to invest, read from some of the greatest thinkers of all time, and cook yummy foods.





Dumpling Haus is a family-owned, women-led, fast-casual Chinese restaurant born out of a lifelong family tradition of love, hospitality and comfort food. Starting out as a pop-up at farmers markets in 2016, Dumpling Haus introduced many people to the delicious wonders of Chinese street food. Self-taught Chef/Momma Elaine Won grew up following her dad around in the kitchen in Guangzhou, China where he managed the cafeteria and worked with many people from Northern China who taught him how to make dumplings. After moving to the USA, Elaine unfortunately could not find dumplings that reminded her of the ones she had back in China, so she began making dumplings of all varieties and inviting her friends over to share in her cooking. Chef Elaine's daughter Ashley Lai recognized her mother's talents and began looking for opportunities for Elaine to serve her food in Houston. After 4 years of pop-ups, the pair recruited sister Amiley Lai to open up their first brick-andmortar location in 2020, serving up homestyle Cantonese and Taiwanese dishes. In 2022, Dumpling Haus proudly represented Houston's Chinese community on Bravo's Top Chef, in addition to recognition by Thrillist, Chron.com, Houstonia, Resy, and Food & Wine. dumplinghaushtx.com



ASHLEY LAI

Ashley Lai grew up in Houston spending her weekends frequenting the small family-owned restaurants and teashops of Chinatown. After graduating from Trinity University in San Antonio with a degree in Urban Studies and Chinese, she returned to Houston to work at local non-profits. Her passions intersected at a non-profit coffee shop dedicated to fighting

human trafficking where she put her experience in hospitality and passion for advocacy to work. In 2016, after participating in the Stimulating Urban Renewal Through Entrepreneurship (SURE) program at the University of Houston's Bauer College of Business, Ashley partnered with her mother Elaine Won to begin serving handmade dumplings at local watering holes and farmers markets and Dumpling Haus was born! In 2020, the pair added Ashley's sister Amiley Lai to the team to open up the first brick-and-mortar location of Dumpling Haus in Sawyer Yards after years of encouragement from family, friends, and regulars.





Est. 2018, Environeer is a Texas-based, veteran-owned engineering consulting firm specializing in Environmental, Health & Safety (EHS) permitting and compliance programs. Key sectors we serve include oil & gas, chemical, manufacturing, commercial lending, construction, and environmental litigation. Environeer's leadership team is comprised of military veterans with a strong work ethic, committed to connecting knowledge and experience to innovatively and cost-effectively solve EHS challenges.

Core Services:

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- Water Quality & Waste Management
- Wetland Delineation
- EHS Auditing & Training
- EHS Management System Consulting
- Environmental, Social & Governance (ESG) Support

Environeer serves the community through donations, sponsorships, and volunteering. Examples include mentorship for transitioning military veterans, serving as a EnviroMentor for Texas Commission on Environmental Quality, and volunteering at Habitat for Humanity projects. Strengthening the community improves people's lives and is rewarding for us.



MICHAEL ZHANG

Michael (Xiaoyu) Zhang is an environmental engineering leader, entrepreneur, adjunct professor, and Navy Reserve officer with over 10 years experience managing Environmental & Health and Safety (EHS) permitting and compliance programs. Recent projects include conducting Phase I & II environmental site assessments, preparing air/water/waste permit applications, performing wetlands

delineation, implementing Storm Water Pollution Prevention Plan (SWPPP), developing EHS management systems (ISO14001 & ISO45001), and EHS auditing & training.

Michael earned a B.S. in materials engineering from Beijing University of Technology and an M.S. in environmental science from Texas Christian University. He is a Texas licensed Professional Engineer (PE), Project Management Professional (PMP), and Certified Hazardous Materials Manager (CHMM).

Michael is a passionate mountaineer who has summitted multiple peaks around the world, including Aconcagua (22,840 ft) in Argentina, Lobuche East (20,075 ft) in Nepal, Mt. Kilimanjaro (19,341ft) in Tanzania, Mt. Rainier (14,410 ft) in Washington state, and dozens of 14ers in Colorado. He resides with his beautiful wife and three children in Houston, Texas.





Ginger Kale redefines 'coffee shop' with its multifaceted approach to retail and dining. As an all-day cafe and lifestyle brand, Ginger Kale brings innovations and sophistication to the Zoo & Hermann Park. The space is inviting and redefined, with muted colors and custom curated furniture and vibrant colored menu items. Their mission is to bring families & friends together over delicious food, pastries & coffee while enjoying a day at the park. A synthesis of functionality, art, and design, Ginger Kale aims to be an approachable yet elevated space for the locals to shop, grab a quick coffee, enjoy a meal, or simply hang out at any time of day.



SANDY NGUYEN and CASSIE GHAFFAR

Sandy Nguyen is a life-long Houstonian with 20 years in the service industry (10 years launching various startup restaurants) and have been built on a foundation of restaurant accounting and finance. After graduating from the University of Houston with a BA in Accounting, she originally set out on a career path with Ernst & Young as an Auditor. But a few

years in, she redirected her energy towards her passion - entrepreneurship! After co-managing various start-up concepts, she now handles the planning, accounting, and financial growth of Ordinary Concepts specializing in fast-casual restaurant concepts including Ginger Kale.

Cassie Ghaffar started out her career climbing the corporate ladder and in a short amount of time became a partner at ZT Wealth Management as Vice President of Marketing and operations. Thereafter, she started a family and seeked a better work-life balance eventually venturing out to become a successful Franchisee of Amazing Lash Studios. She now oversees six locations across Texas and has the topperforming stores in the region. Currently, she is focusing on expanding Ordinary Concepts, a hospitality group based in Houston which includes Ginger Kale located in Hermann Park. She oversees operations, human relations & marketing.



One Dim Sum is a scratch kitchen model where most of our food is made with fresh and locally available ingredients. Dim Sum is hand made in our kitchen. Creatively formed into delicious items not found anywhere in the world. During the pandemic we reached out beyond our dining room into cities across Texas with delivery services. We provide catering and event services as well. Finding customers in Dallas, San Antonio, Austin and the greater Houston area who are interested in our foods is very exciting. Many of whom visit our restaurant when visiting Houston Midtown looking for fresh and unique dim sum. Our purpose is to bring the Hong Kong and Guangzhou food culture to Texans in the form of wonderful foods.



CONNIE GUO

I am a restaurant owner.

A good restaurant owner can do the dishes, cook, be a good host, wait tables and is good at counting. I have aspired to the calling of running a restaurant because I miss foods from my home. I haven't found too many here in Houston. So we try to

create that experience here. It has not been easy. The pandemic closed our doors in our first year. I quickly went online set up groups in cities nearby and across Texas talked about our dim sum and made connections for delivering our Dim Sum to a whole host of people I would never have known. If it wasn't for the support our customers we would only be a memory. The food culture of Guangzhou would have remained in China.





Powered by Linux system and cloud technology, our products and services deliver the quickest response with the personalized interface and unmatched product features while keeping the most affordable price. Our purpose is to build a highly reliable and sustainable POS ecosystem to help all businesses unleash their full potential.



GUIMING YE

Founded in Houston, KwickPOS was conceived from a friend's simple request. The founders, Guiming Ye and Tom Jin are alumni of Silicon Valley with backgrounds in restaurant management. They funneled their expertise into creating their own browser-based POS system to help restaurants and retailers of all sizes to achieve marketing, management, and general development of smart business.

Guiming Ye came to the United States after graduating from Zhejiang University as a Computer Science major in 1994. She then worked in IT Engineering in Silicon Valley. About 20 years ago, she started to invest in the restaurant business in Texas and developed the first generation POS. She moved to Texas in 2006 to develop more restaurants. Guiming and Tom decided to establish KwickPOS to help more people. Guiming is the cofounder and COO of KwickPOS and has 3 kids, Kristina, Eric and Michael.





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DAVID NGUYEN

David Nguyen is a dedicated small business owner with the goal of assisting the Asian American community through educating and assisting them with their insurance needs. David owns an Allstate insurance agency for the past 9 years where he has served over 2,000 households. During his time as an agency owner he has helped build a playground for students in an

impoverished area, supported orphans and children with disabilities in Vietnam and other countries through his volunteerism with Abandoned Little Angels, empowered youth sports with donations, thanked healthcare workers with lunch during COVID, and aided in the rebuilding of a library that was impacted by Hurricane Harvey.

In addition to being an insurance agent, David has served on two Houston Livestock Show and Rodeo committees. With his involvement with the Rodeo, he has facilitated rodeo scholarships in the Alief area that has been directly received by Asian American high school students. Furthermore, he has brought the two cultures together through a fusion dinner & dance.

A strong believer in education and continuous learning, David holds an MBA from the University of Houston Clear Lake, a B.S. in Microbiology from the University of Texas at Austin and a B.S. in Medical Technology from Tarleton State University.





In 2010 SGN (Saigon Network) in Houston caught wind of the growing popularity of TranCanCook and offered him a spot on their locally televised cooking show. By 2015, Vietwich opened up in a small gas station on Friday and Saturday lunches. Within 4 years Vietwich had received "Yelp People Love Us" Award year after year. On April 20, 2019, after almost a 10 year dream from NBC America's Next Restaurant show, Viet finally opened up his first brick and mortar Vietwich in the Sugar Land/Stafford area. Vietwich is Yelp rated Top 100 places to Eat in Texas 3 times! (2019, 2021, 2022) VIETWICH is looking to expand within the Texas market.



VIET TRAN

Viet Tran's culinary journey originated from his entrepreneurial spirit after graduating from business school at the University of Houston. He noticed there was a lack of Asian cooking shows on the Food Network and in 2009 he started a Vietnamese cooking show called TranCanCook on YouTube. The YouTube channel led to many opportunities including being aired on

Food Network's Cooking ChannelTV.com website and NBC's America's Next Great Restaurant.

Visiting Doctors-



Visiting Doctors delivers primary and comprehensive care directly to patients in the comfort of their own homes. Our board certified physicians and internal medicine specialists are trained to care for all types of patients and support the concept of "taking care of loved ones at home."

Over the past 5 years, Visiting Doctors has developed relationships with over 100 home health agencies and served over 2000 patients. We are currently growing and expanding each year in providers, staff and patients. We are in position to expand in Austin, McAllen and San Antonio.



DR. MARILOU ORO

Dr. Marilou Oro, DNP, MBA, is currently the sole owner of 5 companies namely Healthcare Liaison Services, American Visiting Doctors, Home Visiting Doctors, Charting Notes and Visiting Doctors of Texas. These companies are based in Houston, Dallas and Fort Worth. The companies aim to serve the community especially the medically underserved population. Company's mission is to

provide accessible, comprehensive, cost-effective healthcare, to improve or maintain patient's quality of life.

Dr. Oro was born in Manila, Philippines and the eldest of 4 children. She earned her Bachelors degree from St Paul University and continued her educational journey at Woman's University Houston as well as at Christian University, Arizona for her doctoral degree. She worked for over 10 years at one of the leading hospitals in Texas Medical Center before she decided to become an entrepreneur in healthcare.

One of her goals is to create bridges between countries, to provide cost effective, quality medical services, with wholistic approach in healthcare. She is currently developing an App (AMAElite), as One stop Shop, to provide the avenue of communication, for this medical tourism project and her other interests.







Magical Winter Lights (MWL) is a holiday attraction and festival with a fresh take on the traditional Christmas lighting event. MWL has become the champion of the heavyweights' division of "The Great Christmas Light Fight" on the ABC network in 2019.

The festival provides attendees with a one-of-a-kind multicultural experience through larger-than-life, artisan-made lantern attractions, acrobatic performances, amusement rides and games, live entertainment, and an interactive dinosaur exhibit. The 50-day festival, from Thanksgiving to New Year's in the following year, is the largest lantern festival of its kind to take place in the U.S. which spans over 20 acres of event space.

I lead the team behind Magical Winter Lights overseeing event production, site operations, ticketing, marketing and advertising, finance and accounting, vendor relations, event staffing, and corporate/community partnerships.



Yusi An

An emerging leader from The U.S. Small Business Administration Houston Chapter and founder of an award-winning holiday attraction from the ABC network's "The Great Christmas Light Fight", I consider myself extremely fortunate to spend my days chasing my dream through entrepreneurial endeavors.

I started my business, Magical Winter Lights, seven years ago to weave this annual holiday tourist attraction into the cultural fabric of the greater Houston community. The festival has welcomed close to one million visitors combined in the past six years, brought over 200 seasonal jobs annually to the area, and boosted the local economy in the hospitality and retail sectors. It has also become one of the leading holiday attractions recognized by the Greater Houston Convention and Visitors Bureau.

I'm enthusiastic about using technology to resolve operational challenges, leveraging data to access consumer insights for measurable marketing campaigns, and finding an artful approach to business negotiations and partnerships.



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RHONDA C. ARNOLD, J.D.

Rhonda C. Arnold is the Chief Community Affairs Officer for the Houston Airport System in the 4th largest city in the United States of America. Ms. Arnold promotes Houston Airports and their economic importance to the region by maintaining positive, collaborative relationships with the business community with emphasis on Diversity and Inclusion. Ms. Arnold is a National Diversity Council Certified Diversity Professional and a dedicated and compassionate civic leader.

Ms. Arnold was a board member of the Women in Transportation - Houston Chapter and a former recipient of their Woman of the Year Award. She enthusiastically works on several community boards and civic organizations, including the Lake Houston Chamber of Commerce, Greater Houston Women's Chamber of Commerce, Greater Houston Black Chamber of Commerce, Greater Houston Hispanic Chamber of Commerce and Corporate Community Relations Council of Houston.

Ms. Arnold is a member of the Airport Council International Business Diversity Committee. She recently served as the Large Hub Representative on the ACI Business Diversity Steering Committee (2018-2021) that prioritized and monitored changes in legislation, regulatory requirements, and business practices affecting disadvantaged business enterprises ("DBEs). She has also served as an At-Large Director of the Airport Minority Advisory Council (AMAC) and as the Southwest Regional Director for several years.

Ms. Arnold was selected as the Greater Houston Women's Hall of Fame Recipient in 2020 and for the Houston Business Journal – 2020 Women Who Mean Business Award. She was also awarded the Greater Houston Women's Chamber of Commerce 2017 Trailblazer Award. Houston Chronicle named her as one of the 2016 Top 30 Houston Business Women to Watch. Additionally, she was a 2016 and 2018 Congressional Black Caucus Annual Legislative Conference Distinguished Panelist Advocate for Minority Business participation in Aviation and beyond.

Ms. Arnold earned a BA in Political Science from the University of North Texas and a Juris Doctorate from Thurgood Marshall School of Law. She is member of the Port City, Texas Chapter of The Links, Incorporated where she currently serves as Chaplain. Ms. Arnold is also a member of Alpha Kappa Alpha Sorority, Alpha Kappa Omega Chapter.







BILL IMADA

Bill Imada is Chairman and Chief Connectivity Officer of IW Group, a fully integrated marketing communications agency specializing in the growing multicultural communities. For more than three decades, Bill and his team have played a critical role in reaching the growing Asian American, Native Hawaiian, Pacific Islander, Hispanic/Latinx, and LGBTQ+ communities.

Bill's areas of expertise include community outreach, community relations, intercultural communications, media relations, experiential events and activations, and partnership marketing.

Bill and his agency represent clients such as the Apple TV+, CDC, City of Hope, CVS Health, House of Suntory, Jack Daniels, Janssen, Lexus, McDonald's, Netflix, Northwestern Mutual, Sony Pictures Entertainment, Southern California Edison, Walmart, Walt Disney, Warner Bros, Wells Fargo, and many others.

Bill is a co-founding member of several national and regional organizations, including the APIA Scholars (formerly Asian & Pacific Islander American Scholarship Fund), Asian/Pacific Islander American Chamber of Commerce & Entrepreneurship (National ACE), ACE NextGen, VOICES for AAPIs, and the National Millennial and Gen Z Community, an organization that promotes civil discourse and civic engagement.

Bill also serves on the boards of the Advertising Educational Foundation, Coalition for Asian Pacifics in Entertainment, Institute for Public Relations, LAGRANT Foundation, Museum of Public Relations, National ACE, PBS SoCal, and the Plank Center for Leadership in Public Relations.

2022 RISING 10 SPONSOR REMARKS



TONI BECK

Toni Beck is Vice President, External Affairs for Comcast's Houston Region, with responsibility for governmental affairs, external communications and community impact.

Over her more than 25-year career, she has led the development and execution of innovative and effective engagement strategies, and overseen the communications, government relations, stakeholder engagement, sustainability and branding functions at a number of major North American-based companies.

Prior to joining Comcast, Beck was Vice President Corporate Communications and Community Relations at NextDecade, an energy infrastructure development company developing a large-scale liquified natural gas export terminal in south east Texas.

Before that, Beck was the Vice President of Corporate Communications and Community Relations at Waste Management, overseeing all communications and community relations activities for the company. She has also held senior communications and external affairs leadership positions at Entergy Corporation, Spectra Energy and Duke Energy.

Beck holds a Bachelor of Social Science degree from the University of Cape Town, South Africa.



2022 RISING 10



NATALIE HEE

Natalie Hee is thrilled to join FOX 26 News as a reporter in her hometown. Prior to this, Natalie was a reporter at KIAH-TV, the CW affiliate in Houston. She has also reported at WDSU-TV, the NBC affiliate in New Orleans and KXAN-TV, the NBC affiliate in Austin, Texas, where she began her news career. Natalie has covered a number of breaking news and weather stories including the aftermath of Hurricane Harvey, the mass shooting at Santa Fe High School, former President George H.W. Bush's funeral and the Astros 2019 World Series run.

Like many families in Houston, Natalie is an "oil baby." Born in Malaysia to a family of ex-pats, she spent majority of her childhood moving to various cities around the world before her family settled in The Woodlands in 2003. She's a graduate of The John Cooper School and an alumna of The University of Texas at Austin. Natalie is a proud Longhorn and honorary LSU Tigers fan -- Hook 'em Horns and Geaux Tigers!

Her family's nomadic lifestyle has also given Natalie the opportunity to travel to countries across the world. She dreams to one day step foot on all seven continents, including Antarctica! When she's not working or traveling, Natalie enjoys perusing for new restaurants and cuisines, listening to live music, dancing, karaokeing, shopping, playing volleyball, binge-watching TV shows, and trying to be artsy.

Natalie has served as co-President of the Asian American Journalists Association's Texas Chapter since 2018 and is a member of the Texas Exes Houston Chapter.

Natalie looks forward to meeting and serving the great people of Houston.



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Variety adds STRENGTH to our business

At H-E-B, we value our partnerships with women and minority suppliers.

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Celebrating the Asian Business Community

We proudly support the Asian Chamber of Commerce & its mission to increase business with the Asian community locally & abroad for all Asian countries & to improve the overall economic prosperity of Houston.





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Our airports exist to move people around and move them up.

The mission of **Houston Airports** is to connect the cultures of the world to the most diverse city in the world. By connecting people, we believe we uplift them all by making infinite opportunities, experiences and relationships possible. That is diversity at its best.

Although we offer flights to **hundreds of destinations** around the world, our true goal is to take every traveler to only one place. And that place is up.



