Adrian Prado Fernandez
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Objective
Senior-level university student pursuing a Bachelor's in Business Administration with a focus on Management Information Systems, skilled in data analysis, SQL, and Agile methodologies. Experienced in team leadership, customer service management, and project execution, seeking to leverage technical and analytical skills to drive impactful results.

Education
Bachelor of Business Administration, Concentration in Management Information Systems
San Jose State University, San Jose, CA **Graduating Fall 2025**, **Dean's Scholar**

Skills

Technical: Proficient in Excel (data analysis, reporting), PowerPoint, SQL

Languages: Fluent in English and Spanish (bi-literate).

Professional Experience

Recreation Leader | *City of San Jose*   *May 2023-Present*

- Supervise and mentor a group of 40+ children in organized activities, ensuring a safe and positive environment.
- Manage and coordinate community programs and events, fostering a cohesive team approach.

Shift Lead | *Road Runner Sports, San Jose*   *November 2021 – July 2024*

- Delivered high-quality customer service by connecting products to individual customer needs, enhancing the customer experience.
- Built trust and managed sales rebuttals to drive conversions, contributing to a 43% improvement in customer review scores.
- Conducted team performance analysis using Excel to identify trends, inform decision-making, and track revenue growth.

Project Experience- <u>Prototype Mobile App Development for a Local Coffee Shop</u>

- Designed and developed a prototype mobile application enabling customers to place orders and skip waiting in line, improving convenience and reducing congestion during peak hours.
- Planned and tracked project progress by creating detailed Gantt charts and network diagrams to calculate the overall project duration and ensure timely delivery.
- Conducted a comprehensive feasibility study, including ROI analysis, break-even point calculation, and net present value (NPV) evaluation, to assess the financial viability of the app implementation.
- Collaborated with stakeholders to gather requirements and integrate user feedback, ensuring the prototype aligned with the coffee shop's operational needs and customer preferences.

Activities and Leadership

- **Latino Business Student Association** – Active Member