

Andrew Truong

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CAREER OBJECTIVE

Upcoming SJSU student in Business Administration with a concentration in Management Information Systems accompanied with 5 years of customer service experience assisting teams of associate-level workers. Wanting to familiarize myself with different software and hardware capabilities that different businesses use, I am seeking an IT System role to utilize my previous experiences and provide user support in software and hardware applications.

EDUCATION

San Jose State University San Jose, CA
Business Administration *August 2022 - Present*
Concentration in Management Information Systems

De Anza Community College Cupertino, CA
Business Administration *September 2016 - June 2022*

SKILLS & TECHNOLOGY

- Strong communication and time management skills
- Proficient knowledge using Microsoft Office, Excel, and Powerpoint
- Ability to work in a fast paced environment while grasping new concepts
- Troubleshooting experience with Windows OS, Mac OS, IOS, and Android

RELEVANT EXPERIENCE

Blue Otter [Otterly Different] Mountain View, CA
Quality Assurance Analyst *March 2017 - January 2018*

- Created test automations to improve efficiency
- Maintained regression test suite and other testing scenarios
- Identified test scenarios and created robust test documentation for other testers
- Collaborated with Lead QA's and developers to test feature specs and feature test designs

EXPERIENCE

Nekter Juice Bar Sunnyvale, CA
General Manager *November 2019 - June 2020*

- Delivered business strategies and developed procedures to improve quality and team efficiency
- Collaborated with local businesses to promote sales resulting in Top 3 company sales in the Northern California region
- Monitored budgets, payroll records and financial transactions to ensure expenditures are authorized and budgeted
- Ensured customer satisfaction with a welcoming environment by giving staff evaluations on service and efficiency

MOD Pizza San Jose, CA
Shift Lead *December 2017 - December 2018*

- Answering customer questions and complaints in a positive and attentive manner
- Shared my knowledge with employees to encourage teamwork and operational success
- Delegated tasks for staff to deliver the MOD experience through achievable and maintainable goals

Timberland San Jose, CA
Sales Associate *November 2015 - January 2017*

- Maintained a friendly environment with satisfaction for guests and workers
- Assured customer delight on accuracy and efficiency in point of sales interaction
- Educated and engaged the community and customers on all of Timberland's products

