

# Amaobi Duru

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## OBJECTIVE

Aspiring IT professional seeking a role to apply technical proficiency and problem solving abilities to drive innovative success.

## EDUCATION

### **B.S. in Business Administration,**

Concentration in Management Information Systems (MIS)

San Jose State University, San Jose, CA

### **A.S.T in Business Administration**

Bakersfield College, Bakersfield, CA - 3.77

- Recognized every semester for academic excellence on the Dean's list

**Relevant Coursework:** Programming Concepts and Methodology I, Networking and Data Communications, Financial Accounting, and Managerial Accounting

## PROJECT EXPERIENCE

### **Social Media Project, SJSU**

- Led and collaborated with a team of business students, planning and organizing content for a final group project with an outcome of success (A)
- Researched and analyzed the online market for various fast food establishments, scoring each product on a scale of 1 to 5 based on their use of various social media platforms

## EXPERIENCE

**Cashier, WinCo Foods, Bakersfield, CA**

May 2024 - August 2024

- Provided exceptional customer service to 100+ shoppers daily, encouraging a welcoming and friendly environment that improved customer satisfaction ratings by 20%
- Resolved customer issues promptly, demonstrating strong communication and problem solving skills to maintain a 95% resolution rate on first contact
- Collaborated with team members to guarantee smooth operations, contributing to a 15% increase in overall efficiency and customer satisfaction
- Processed cash, credit, and debit card transactions with 100% accuracy, ensuring smooth and secure payment handling
- Memorized over 50 store items, enabling accurate and efficient customer assistance, reducing checkout time by 10%

## SKILLS

**Technical:** Java, proficient in Microsoft (Word, Excel, PowerPoint), Google Apps (Sheets, Slides, Doc, Meet), and Social Media (Facebook, Instagram, TikTok)

## ACTIVITIES

**Member,** Management Information Systems Association, SJSU

September 2024 - Present