

Andrew Nguyen

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EDUCATION

B.S., Management Information Systems

May 2025

San Jose State University, San Jose, CA, GPA: 3.98/4.00

- Relevant Courses: System Analysis and Design, Fundamentals of Management and Organization Behavior. Fundamentals of Information Systems.
- Clubs and Activities: President of HIKE@SJSU, Member of Management Information Systems Association.

EXPERIENCE

Information Technology Intern, Compass Group USA, San Jose, CA

August 2023 - Present

- Assist in the installation of micro Oracle POS system hardware and conducting weekly maintenance to ensure devices are running properly.
- Resolve Internet, wireless, and wired network access problems across campus through diagnosis technical troubleshooting, and testing.
- Increase sales efficiency by 6% at big college sporting events by streamlining hardware operations.
- Communicate frequently with over 10 staff members as well as internal and external stakeholders, translating technical issues for non-technical team members.
- Partnered with Compass' technology groups to ensure that POS and workstations around campus are properly updated.

Store Associate, Fast Pizza Delivery, San Jose, CA

November 2022 - August 2023

- Trained and supervised 3 employees during manager's absence to maintain pizza shop was at max efficiency.
- Managed 2 POS machines and 2 customer phone lines during busy hours.
- Communicated efficiently with customers and coworkers to improve shop efficiency by 8%.
- Delivered good customer service to boost customer return rate and boost sales.
- Reduced customer wait-time by 10% by giving quick and responsive service.

Summer Camp Counselor, Bellarmine College Preparatory, San Jose, CA

June 2021 - July 2022

- Directed traffic to ensure over 50 parents can pick up kids as safely as possible.
- Enhanced over 100 children's learning experience through the Art and Lego Robotic Summer Programs.
- Coordinated with 5 other camp counselors to divide and oversee the children.

PROJECT EXPERIENCE

COVID-19 Case Analysis, MISA Python Case Competitions (San Jose State University)

April 2022 - April 2022

- Analyzed large data set to determine any correlation between a person's COVID-19 symptom status and age and gender.
- Learned a new programming language while operating under a tight two week deadline.
- Filtered out a set of data containing over 200 entries and coded data into bar and pie charts to display research findings through Pandas and Google Colab.

CERTIFICATIONS, SKILLS & INTERESTS

- Skills: MySQL, IT Troubleshooting, Agile Development, C++, Microsoft Visual Studio, Project Management.
- Interests: Hiking, technology, gaming, and psychology.

VOLUNTEER EXPERIENCE

President, President of HIKE@SJSU, San Jose, CA

July 2022 - Present

- Develop collaborative events and partnerships with more than three clubs and service organizations.
- Monitored Discord analytics to increase club retention and activity by 4% attracting more traffic to server.
- Pitched proposals for club member discussion to improve club performance.
- Established relationships with over 500 club members and maintained a positive club standing with positive actions and professionalism through strong interpersonal skills.
- Lead and trained a team of 6 officers to curate content and lead hikes, respectively.