

# Bella Le

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## EDUCATION

### **B.S., Business Administration, Management Information System**

May 2026

San Jose State University, San Jose, CA

- Relevant course work: Financial Accounting, Managerial Accounting, Business Statistics, Legal Environment of Business, Computer Tools for Business, Introduction to Business Programming, Written Communication: Business

## WORK EXPERIENCE

### **Student Assistant, SJSU IT Instructional & Meeting Spaces, San Jose, CA**

Feb 2023 - Present

- Deliver customer service and technical support for AV technology in classrooms, assisting in troubleshooting, repair, and resolution of AV issues to ensure seamless instructional sessions.
- Manage front desk operations, facilitating equipment check-out services and providing in-person and telephone support for classroom technology and facilities.
- Provide first-level diagnostic support for classroom AV systems, working with NG Classrooms and utilizing iSupport ticketing systems to log, track, and resolve incidents.
- Assist IT staff with creating and maintaining comprehensive documentation, including operational guides, user manuals, and other necessary support materials.
- Support equipment loaning operations, including multiple device setups, walkthroughs with customers, and detailed equipment inspections to ensure optimal performance.
- Conduct inventory and asset tracking management to ensure accurate reporting and availability of AV equipment.
- Collaborate with full-time employees on providing dispatch support, technical assistance, and customer engagement to improve AV support across campus.
- Contribute to the continuous improvement of instructional and meeting spaces by assisting with process documentation, troubleshooting equipment, and supporting technology upgrades.

### **Server, Bonchon Chicken, San Jose, CA**

June 2022 - August 2023

- Welcomed guests into the restaurant, took orders, brought guests their food, and provided them with a great experience during their stay.
- Filled up drinks for guests, upheld Bonchon hospitality standards, ensured tables are set correctly and in accordance to the Bonchon standard, communicated the menu with guests and answered any questions they may have regarding it, checked out guests in accordance to standards, and seated guests.

## PROJECTS

### **Spotify Web API Data Extraction, BUS4-92 Final Project**

March 2023 - May 2023

- Developed a Python program using Spotipy and the Spotify API to retrieve and analyze playlist data (tracks, popularity, duration, etc.) across music categories.
- Utilized Seaborn for visualizations and applied object-oriented programming, exception handling, and data manipulation to create a user-friendly interface for playlist comparison.

### **Sound-Sensing Light, Sciencepalooza!**

Feb 2020

- Collaborated with 2 classmates to devise strategies optimizing energy usage using sound-sensing light fixtures in classrooms.
- Awarded Best Use of Technology for introducing and demonstrating the idea of utilizing sound-sensing light fixtures in a classroom setting.

## SKILLS

**Language:** English (Fluent), Vietnamese (Native)

**Technical:** Experience with C/C++ and Python, Microsoft OS, MacOS (Intermediate), Microsoft Office Suite (Word, PowerPoint, and Excel), Google Workspace, Colab, Canva, MURAL, iSupport, Connect2 Equipment Checkout System, Sling Employee Scheduling Software