

Bryant Ngo

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Education

De Anza College Cupertino, CA
Business Admin. A.A.; Dean's list Sep.2018 - Jun. 2021

San Jose State University San Jose, CA
Management Information Systems. B.S. Expected Graduation Date: May, 2025

Projects

Strategic Analysis and Business Plan Development for Costco May 2024
(Team-Based)

- Led team in analyzing real companies within the industry, applying diverse frameworks such as PESTEL, Five Forces, VRIO, and SWOT frameworks to inform strategic insight.
- Presented a business case to classmates acting as investors, demonstrating effective communication and strategic planning skills.
- Enhanced understanding of industry dynamics and strategic planning processes.

Panda Express Sales Analysis Project May 2024
(Team-Based)

- Designed and implemented database tables for items, sales, time, and location.
- Utilized SQL to query sales data, providing insight into performance during specific time frames.
- Led to data-driven decision-making for menu optimization and promotional strategies, improving sales performance.
- Enhanced understanding of sales trends across multiple locations.

Salesforce Dec. 2021
(Individual)

- Constructed Salesforce databases and performed real-time updates and customization to meet project needs.
- Gained proficiency in querying, reporting, and utilizing advanced features such as data modeling and automation.
- Enabled better decision-making through accurate data analysis and reporting capabilities.
- Improved data retrieval efficiency and streamline reporting processes, enhancing the productivity for a potential team.

Work Experience

One Pot Shabu Shabu San Jose, CA
Server Jun. 2022 - Feb. 2024

- Communicated effectively with up to 100 customers per shift, ensuring high satisfaction levels through attentive service and understanding needs.
- Collaborated with kitchen staff to ensure timely and accurate food delivery.
- Skillfully deescalated situations with upset customers, effectively resolving conflicts and ensuring a positive dining experience.

BonChon San Jose, CA
Server Apr. 2021 - May 2022

- Managed a fast-paced environment independently, overseeing service for 12 tables simultaneously.
- Utilized quick thinking and sound judgment to resolve challenges promptly, maintaining efficiency and customer satisfaction.
- Led training sessions for new employees, fostering a collaborative environment and enhancing team performance through shared knowledge.

SimpleViet San Jose, CA
Shift Lead Aug. 2018 - Dec. 2020

- Oversaw daily operations as Shift Lead, promoting teamwork and open communication among staff to ensure high service standards
- Developed and implemented employees schedules, optimizing staffing levels to meet customer demands and operational needs.
- Played a key role in maintaining productivity and efficiency during shifts, contributing to the overall success of the restaurant.

Skills & Related Coursework

- Technical: Python, SQL, Project Management, Microsoft Office, Data Analysis, MySQL Workbench, CompTIA A+ (Nov. 2024)
- Language: English, Vietnamese
- Related Coursework: Networking and Data Communications, Systems Analysis and Design, Database Management Systems