

# Caitlyn Vu

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## EXPERIENCE

### **Instructor — American Swim Academy, Fremont CA**

APRIL 2022 - PRESENT

- Evaluated and revised lesson plans and course content to achieve student-centered learning.
- Promoted classroom safety, collaboration, and best practices.
- Applied various teaching aids to minimize learning gaps and instruct and motivate students.

### **Deck Manager — American Swim Academy, Fremont CA**

FEBRUARY 2023- PRESENT

- Monitored safety of guests in and around the swimming pool.
- Shared tips with instructors/parents on swimming techniques and strength training.
- Responded to emergency situations in a timely, efficient

### **Member Service Representative — American Swim Academy, Fremont CA**

NOVEMBER 2023 - PRESENT

- Helped large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Handled complaints with prompt, courteous service to uphold professional reputation.
- Promoted experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

## EDUCATION

### **Piedmont Hills High School, San Jose**

AUGUST 2019 - MAY 2022

- 3.6 GPA
- Choir Council Treasurer (August 2021 - May 2022)

### **San Jose State University, San Jose — Business MIS, B.A**

AUGUST 2022 - Present

- Working on third year for Bachelor's Degree

## SKILLS

Issue Resolution

Promote Safety

Training and mentoring

Customer Support

78 wpm Typing Speed

## LANGUAGES

English (Native)

Vietnamese (Proficient)