

Cathlyne Duong

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EDUCATION

B.S., Business Admin, Management Information Systems Expected Dec 2027
San Jose State University, San Jose, CA, GPA: 3.6

EXPERIENCE

Cashier/Stocker, Mitsuwa Marketplace, San Jose, CA Jul 2023 - Present

- Provide friendly and efficient customer service by accurately processing cash and electronic payments
- Assist customers with inquiries, returns, and product recommendations, ensuring a positive shopping experience
- Maintain accuracy in handling transactions and balanced cash drawer at the end of each shift
- Stock shelves and displays, rotate inventory, and monitor product expiration dates to ensure freshness
- Support store operations by organizing backroom inventory and maintaining a clean, safe, and orderly environment
- Collaborate with team members to meet store performance goals and deliver excellent customer satisfaction

Cashier/Sales Associate, 85C Bakery Cafe, San Jose, CA Oct 2021 - Sept 2022

- Delivered excellent customer service by greeting guests, processing orders, and handling cash and electronic payments with accuracy
- Assisted customers with product selections and promoted seasonal or specialty items to enhance sales
- Prepared, stocked, and rotated fresh bread and pastries, ensuring consistent product quality and availability
- Monitored product freshness by following proper food safety standards and discarding expired items as needed
- Maintained a clean and organized service and display area, adhering to health and safety guidelines
- Collaborated with team members in a fast-paced environment to meet high-volume customer demands

SKILLS

Languages: Bilingual in English and Vietnamese

Computer: Proficient in Microsoft (Word, Excel, Powerpoint), Google Apps (Sheets, Slides, Docs), Social Media (Facebook, Instagram, Tiktok), Zoom, Canva