

Summary

Results-driven third-year MIS student studying at San Jose State University passionate about working with others to solve problems. Extensive customer service background and experience leading teams proved during four years of store supervision. Seeking to transition innovative new ideas from the perspective of a professional retail manager to your company as an intern, as well as further grow and develop my own skills in project management and system analysis.

Education

San Jose State University, San Jose, CA

BS, Business Administration, Management Information Systems Concentration - Expected Completion: Dec 2024

- Relevant Coursework: Systems Analysis and Design, Business Programming, Marketing

Ohlone College, Fremont, CA, GPA: 3.68, *Magna Cum Laude*

AS, Business Administration - Dec 2021

- Relevant Coursework: Financial Accounting, Managerial Accounting, Computer and Information Technology

AA, Business/Commerce - Dec 2021

- Relevant Coursework: Statistics, Communications

AA, Economics - Dec 2021

- Relevant Coursework: Microeconomics, Macroeconomics

Experience

Restaurant Manager - Sep 2019 - Aug 2022

McDonald's, Fremont, CA

- Directed day-to-day functions at two store locations, managing drive-thru and lobby service during peak hours while also communicating with kitchen and maintenance staff to meet performance goals
- Streamlined shift schedule to create more efficient staffing by removing overlap, reducing labor by 20%
- Maintained inventory of hundreds of ingredients to control and reduce daily product waste
- Resolved hundreds of customer complaints both in person and through online surveys, resulting in higher levels of consumer satisfaction
- Trained new workers on employee conduct and procedures, mentoring two to become successful certified shift managers
- Operated and supported POS system by troubleshooting and fixing critical errors stopping production and returning store to profitability within only 5-10 minutes
- Handled large bank transfers and drawer counts containing important documents and deposits of thousands of dollars on a weekly basis

Crew Member - July 2018 - Sep 2019

McDonald's, Fremont, CA

- Provided excellent customer service in busy retail environment managing various work priorities handling cash, order taking, and food preparation while attending to upwards of 20 orders at a time
- Aided in raising overall McD Voice survey rating up 15% by maintaining cleanliness in line with company standards and exceeding service standards in all internal quality checks

Administrative Assistant - July 2018 - Aug 2018

Abode Services, Fremont, CA

- Developed method of transitioning to new resident information system by reorganizing key files
- Utilized multiple databases to keep track of various tenants' information to get them on track to living self sufficiently

Skill Highlights

- Intermediate fluency in Python, Agile, POS Systems, MS Word, MS Excel, MS PowerPoint, MS Outlook, Adobe Photoshop, Adobe Illustrator
- Business Accounting, Project Management, Resource Planning, Inventory Analysis, Quality Assurance
- Leadership, Communication, Hospitality, Customer Service, Strong Written/Verbal Skills, Organization, Time Management