

Diego Resendiz

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Objective

Management Information Systems (MIS) student with customer-facing leadership experience, seeking opportunities to apply analytical, problem-solving, and collaboration skills in a professional business environment.

Education

B.S., Business Administration; Management Information Systems	05/2027
San Jose State University, San Jose, CA	
A.S.-T, Business Administration	06/2025
Foothill College, Los Altos Hills, CA	

Project Experience

- Applied Python programming (loops, branching, file handling, error handling) in a team-based project to retrieve and analyze web-based data using notebook environments.
- Designed and implemented relational databases using ER diagrams, normalization, SQL queries, and schemas, applying data integrity, security, and transaction management concepts.

Experience

Associate Banker, JPMorgan Chase, San Carlos, CA	03/2025 - Present
<ul style="list-style-type: none">Deliver personalized financial solutions by assessing customer needs and recommending appropriate products, applying client-focused problem-solving.Support clients with account services, transactions, and digital banking tools to enhance customer experience and technology adaptation.Collaborate with team members and management to meet branch performance goals, demonstrating data-driven decision-making and teamwork.Build long-term client relationships by providing clear communication and proactive support.	

Aquatic Supervisor,

Kings Swim Academy, San Carlos & San Mateo, CA	12/2023 - 02/2025
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- Led a team of 15+ employees, delegating tasks, mentoring, and coaching to ensure high performance and professional growth.
- Resolved customer concerns by identifying needs, proposing solutions, and improving service quality – mirroring user-centered product iteration.
- Implemented structured training that improved onboarding efficiency and staff performance.

Skills

Languages: Bilingual in English and Spanish

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