

## 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

- 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

- 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