

Elias Duong

elias.duong2001@gmail.com

<https://www.linkedin.com/in/elias-duong-9110bb18a/>

408-382-9706

San Jose, California 95122

Summary:

Motivated business student with hands-on experience in retail sales and a strong foundation in marketing and business analytics. Seeking an internship or entry-level role to leverage analytical insights and customer engagement strategies to support business growth and improve marketing outcomes.

Professional Experience:**Sales Associate – Uniqlo USA | San Jose, CA | June 2023 - Present**

- Boosted average transaction value by recommending complementary products and promoting bundle deals.
- Analyzed customer purchasing trends and taking action to further improve sales through product placements
- Trained new team members on sales techniques, POS systems, and CS standards
- Collaborated with management to track sales performance and identify opportunities for revenue growth using sales reports.
- Actively contributed to sales strategy meetings by providing frontline customer feedback and competitive insights.

Host/ Server – Dennys | San Jose, CA | October 2021 - November 2022

- Managed guest seating and reservations to reduce wait times and maximize table turnover.
- Delivered exceptional customer service, resulting in a 98% satisfaction rating.
- Upsold menu items, increasing average ticket size by [X]%.
- Collaborated with kitchen and bar staff to ensure efficient order delivery.
- Trained new staff on service standards, leading to improved customer experiences.

Education:

San Jose State University (SJSU) – Bachelor of Science in Business Administration: MIS
(Expected: [Fall 2026])

Relevant Coursework: Financial Accounting, Assembly Language Programming, Object Oriented Programming, Global Dimensions of Business, Systems Analysis & Design, Business Statistics

Skills:

- Marketing & Business Analytics: Sales Reporting, Market Research
- Retail Operations: POS Systems, Inventory Management, Merchandising
- Technical: Microsoft Excel (Pivot Tables, VLOOKUP),
- Soft Skills: Communication, Problem-Solving Customer Service, Team Leadership, Conflict Resolution