Elijah Kandah

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EDUCATION

Evergreen Valley College   **Aug 2018 - Dec 2020**
A.S/A.S in *Legal Studies*   **G.P.A - 3.40**
• Relevant Coursework - Legal Analysis & Research, Legal Data Comprehension & Observation, Legal Online Research Methodologies, Court Procedure & Formal Clientele Decorum

San Jose State University   **Aug 2021 - Dec 2023**
B.S. in *Management Information Systems*   **Current G.P.A - 3.77**
• Relevant Coursework - Fundamentals of Operations Management, Network Structures and System Designs, Database Management Systems, Information Security and Assurance Management, Quantitative Business Analysis

SKILLS

• Technical Skills - Github Desktop, Zoom, Slack, Blender, Unreal Engine 4, Python, Visual Studio Code, Microsoft Word, Microsoft Teams, Excel, Windows OS, Mac OS, Customer Service, IT Helpdesk Experience, SAP CRM, SAP ECC, OMDB, Q2C, P2M
• Soft Skills - Interpersonal Skills, Facilitator, Adaptability, Critical Thinking, Leadership
• Languages - English, Arabic

WORK EXPERIENCE

Product Order Manager Intern, **Applied Materials**   **June 2022 - Present**
• Processing internal orders including the creation of the orders to delivery.
• Record keeping such as obtaining Shipping Documents and AWB's for international shipments and posting these documents in a centralized location.
• Learning the Shipping Request Process and eventually serve as a backup role processing the requests.
• Maintained clientele correspondence, and worked to ensure deliveries were being shipped on time and correctly.
• Worked to streamline order fulfillment processes and establish ways to integrate employed softwares to be more efficient
• Utilized management softwares such as SAP CRM, SAP ECC, OMDB and others to fulfill day to day tasks

Supervisor/Customer Service, **Home Depot**   **June 2018 - April 2019**
• Delegated cashiers and collaborated with head cashiers while also working with upper management, as well as supervisors to manage the operations of the store
• Instructed and trained new hires and facilitated the designated training program
• Resolved issues regarding customer dissatisfaction concerning online orders, return inquiries and corporate ship orders
• Regularly collaborated with IT department to facilitate online operations of the store

Sales Associate, **GameStop**   **Nov 2017 - Jan 2018**
• Prepared an organized workspace floor for guests and fellow employees by implementing planograms
• Directed guests concerns with details of video game ratings, system information, healthy practices for younger audiences
• Attended the register of the store, directly interacting with customer inquiries, as well as handling any incoming phone calls

ACADEMIC PROJECTS

GladysNetwork - *Program Design and Development*   **June 2021 - Aug 2021**
• Designed a program that receives user input, and calculates the distance between coordinates
• Utilized python skills to provide a user interface solution on data validation

• Developed a full menu system which includes an integrated testing protocol for functions adapted inside program

Legal Shadowing - *Legal Analysis & Research*   **Feb 2020 - May 2020**
• Guided clients by communicating directly with the law firm in order to appropriately find the lawyer suitable for the clients case
• Assisted correspondence between the lawyers and clientele, and acted as a mediator
• Transcribed directions and documents to clients for easier understanding and comprehension

Communiversity: Young Entrepreneurship Academy - *Community Volunteer Work*   **Jan 2022 - May 2022**
• Worked with local community pillar (Communiversity) to integrate our course material into presentations and workshops designed to empower the community, and educate children about the aspects of business
• Spent time volunteering directly with students and parents to formulate business strategies for their locally owned businesses