

SKILLS

- Outstanding customer service and administrative support experience in a team environment
 - LucidChart experience in developing DFD and ERD diagrams
 - Knowledgeable in the development life cycle of business systems and project proposals
 - Familiar with Python programming language
 - Microsoft Office (Word, Excel, Powerpoint, Outlook, Sharepoint)
 - General clerical skills (data entry, filing, customer and phone reception)
 - Languages: English (Fluent), Vietnamese (Native Speaker, Bilingual Certified)
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EDUCATION

San Jose State University, San Jose, CA

BS - Business Administration: Management Information Systems

AUGUST 2022 - DECEMBER 2024

- Group Leader for BUS4 110B Systems Analysis and Design Deliverables
 - Facilitated group communication, meetings, and deadlines on the creation of a business system for a hypothetical company's webstore
 - Project planning (creating a baseline plan, Gantt chart, and rationales), requirement analysis (functional and non-functional requirements), logical design (DFD Diagram and Use Cases), and system architecture (ERD Diagram).
- Group Leader and Multimedia Lead for BUS5 187 Global Expansion Project
 - Proactive role in organizing research and managing cross-platform team communication for a fictional expansion proposal for an existing company.
 - Presented a project charter, a press release, an FAQ document, and a video addressing the CEO using multimedia applications (G Suite, Canva, Sony Vegas 14 Pro).

Foothill College, Los Altos Hills, CA

AS - Business Administration for Transfer

JUNE 2019 - JUNE 2022

EXPERIENCE

Library Page - City of San Jose

OCTOBER 2018 - PRESENT

- Spearheaded projects for community outreach, public events, and library beautification with limited guidance from branch and department supervisors.
- Applied technological expertise and intuition during one-on-one computer troubleshooting sessions with patrons.
- Implementation of administrative systems including Sierra, BiblioCommons, Sharepoint, and Microsoft Outlook in everyday responsibilities.
- Processed marketing goods for government and community-led programs, and confidential documents with speed and accuracy.
- Proactive support of staff members with projects and various clerical tasks during peak hours.
- Promoted from Library Aide to Library Page in October 2018.

Front Office Administrator - Golden Hills Physical Therapy

OCTOBER 2021 - APRIL 2022

- Processed sensitive customer data (including contact information, social security number, payments, and medical history) with confidentiality.
- Established the company's first point of contact for over 120 daily patients with outstanding communication and interpersonal skills.
- Maximized customer and staff satisfaction through conflict management, time management, and business acumen.
- Explored interest in management by training new employees on company policies, HIPAA policies, and administrative duties.
- Demonstrated cross-platform communication through the use of multi-line phone systems, email, and fax when providing scheduling assistance, processing medical history reports, and addressing inquiries