Jai Sharma

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EDUCATION

San Jose State University, San Jose, CA   **Expected Graduation: May 2025**
B.S. Management Information Systems
- **Courses:** Leadership & Innovation, Macro/Microeconomics, Financial Accounting, Business Law, Calculus, Statistics, Business Programming, Managerial Accounting, System Analysis and Design, Fundamentals of Management and Organizational Behavior, Fundamentals of MIS

PROFESSIONAL EXPERIENCE

Bank Teller | Head Vault, Citi Bank, San Jose, CA   Oct. '22 - Present
- Processing daily client transactions, including deposits, withdrawals, money transfers, loan payments, selling cashier's checks, and promoting financial products to increase the rate of client retention within branch.
- Managing and overseeing operations of main cash vault and teller assist units, ensuring efficient cash management and exceptional customer service delivery, making sure branch is balanced, and handling outgoing cash and incoming deliveries.
- Implementing a diligent inventory control system, reducing cash handling errors by 20% and enhancing accuracy in managing large sums of funds.

Tech Advisor, Best Buy, San Jose, CA   Oct. '21 - Sept. '22
- Achieved $1,000,000+ in storewide revenue in FY2022, set store record for number of TotalTech memberships obtained in one month by leveraging exceptional communication and interpersonal skills to establish rapport with clients.
- Collaborated with team members to achieve store sales targets, sharing insights and strategies to optimize customer engagement and drive results, conducted mock scenarios to strengthen sales techniques and drive more revenue.
- Utilized sales data and customer feedback to identify emerging trends and opportunities, suggesting adjustments to product assortments and promotional strategies.

CLUB EXPERIENCE

VP of Activities, Beta Alpha Psi at SJSU   Aug. '22 - Present
- Planning and executing a variety of events and activities engaging and benefiting members of fraternity. Including networking events, professional development workshops, social events, and community service projects.
- Fostering relationships with alumni, other organizations, and companies to build partnerships and opportunities for members.

PROJECTS

Spotify API Music Category Comparison (Python), SJSU   Mar. '23 – May. '23
- Utilized Spotify API called Spotipy to interact and retrieve data about song categories and playlists to create visual comparisons for user-input requests.
- Created interactive bar charts and scatter plots using Matplotlib and Seaborn, effectively showcasing differences in music characteristics. Comparing data regarding likeness, duration, and key features.

Reverse Vending Machines, SJSU   Sept. '22 – Nov. '22
- Led team of 5 to create business plan about integrating Reverse Vending Machines into San Jose, presented proposal to prominent Bay Area environmental researchers and advocates.
- Applied Design Thinking, Agile, and Value delivery System strategies in a real-world context; conducted 6 targeted interviews to gauge feasibility, understand comprehensive impact, and generate financial projections.

AWARDS: Beta Alpha Psi Scholarship, Best Buy Top Performer Award(s), Citi Bank NPS Award
SKILLS: Microsoft Excel, Microsoft Outlook, Microsoft Word, Microsoft PowerPoint, Google Suite, Python, Matplotlib, Salesforce
Interests: Day trading, Sports, Fitness, Traveling