



## SUMMARY

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Motivated and detail-oriented college student with proven leadership and teamwork skills. Experience in troubleshooting hardware and network issues, managing priorities, and collaborating in fast-paced environments. Seeking a Data Center Operations Technician Internship at Amazon Web Services to apply technical and customer service expertise in supporting AWS infrastructure operations.

## EDUCATION

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### San Jose State University

Bachelors: Business Administration/Management  
Info Systems  
August 2023 – Present

### Independence High School

High School Diploma  
August 2018 – June 2022

## SKILLS

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- Knowledge of computer hardware components and operating systems (Windows, Linux)
- Basic network troubleshooting and diagnostics
- Experience with ticketing systems for issue resolution
- Strong organizational and time-management skills
- Effective written and verbal communication
- Ability to lift and carry 40+ lbs

## AWARDS

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- Dean's List and GPA: 3.8, San Jose State University, Electrical Engineering, 2023
- Magna Cum Laude and GPA: 3.8 Independence High School, 2022

## PROFESSIONAL EXPERIENCE

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### Umai Savory Hot Dogs - San Jose, CA

Kitchen Lead | 2023 - 2024

- Supervised and managed kitchen crew, ensuring efficient food preparation and presentation.
- Managed food inventory and placed orders to maintain supply levels.
- Assisted with shift planning and scheduling to optimize staffing.

Cashier | 2022 - 2023

- Provided exceptional customer service, ensured a positive dining experience for customers.
- Resolved customer complaints promptly to maintain satisfaction.
- Processed transactions accurately and maintained daily cash drawer records.

## PROJECTS & EXPERIENCE

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Classroom Prototype: Commuter Parking App (2025)

- Developed a conceptual prototype for a parking availability app aimed at college commuters.
- Conducted research on data management techniques for tracking real-time parking availability.
- Presented the prototype in class, discussing usability and potential implementation challenges.

## ADDITIONAL EXPERIENCE

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- Strong interpersonal and leadership skills gained through customer service and team management
- Passion for technology and infrastructure operations, with a growing understanding of cloud computing and data centers