

Jason Hoang

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Education

San Jose State University, San Jose, CA August 2023 - Dec 2025

- Bachelor's Degree, Management Information Systems

Ohlone College, Fremont, CA August 2019 - May 2023

- Associate's Degree, Business Administration

Work Experience

Recreational Administrative Assistant - City of Milpitas May 2022 – May 2024

- Managed, coordinated, and executed facility rentals, class registrations schedules, fitness center memberships, special events and social service events serving 500+ customers while focusing on community outreach and support.
- Conducted data analysis on program participation, extracting valuable insights to optimize future programs and services.
- Collaborated with local social services organizations to provide and distribute resources and assistance to community members, such as seniors and low-income families.
- Employed assessment techniques to determine specific social services needs of individuals and families, referring them to appropriate agencies and resources.
- Facilitated coordination and communications with social workers, counselors, and management.
- Maintained accurate clinical records/data and ensured compliance with policies.
- Educated importance of safe driving and public transportation in the city of Milpitas.

Sales Associate - Columbia Sportswear June 2018 – Feb. 2019

- Utilized sales and communication techniques to drive customer engagement and improve team sales performance.
- Participated in sales training programs to stay updated on the latest product offerings and sales strategies.
- Facilitated effective communication within the sales team to ensure seamless experience for customers.
- Provided expert product knowledge to customers, assisting them in making informed purchasing decisions.
- Managed store opening and closing procedures independently.

Projects

Data Visualization Project – Employee Attrition Analysis June 2024 – Aug. 2024

- Designed interactive Tableau dashboards to analyze HR attrition data, focusing on metrics like job satisfaction, monthly income, and department attrition rates.
- Utilized SQL to extract, clean, and transform data from a company HR database.
- Key insights included:
 - Sales department had the highest attrition (~40%), primarily driven by Sales Executives.
 - Employees earning <\$5,000/month accounted for 60% of attrition, highlighting income disparities.

Youth and Senior Event Coordination – City of Milpitas June 2022 – May 2024

- Senior Social Services Events
 - Coordinated events for seniors, such as health fairs, social gatherings, and safety courses, focusing on wellness and community engagement.
- Community Outreach Workshops
 - Implemented workshops for both children and seniors, addressing topics like wellness and creative arts. Analyzed feedback data to develop insights for improving program effectiveness.

Certifications/Skills

- Proficient in Tableau, SQL, Microsoft SQL Server, Python, and Microsoft Office Suite.
- Experienced in Customer Service, Administrative Support, Data Analysis, and Event Coordination.
- Strong background in social services, including outreach, needs assessment, and referral services.
- Proficient in accounting principles such as bookkeeping, financial record keeping, and budget management.