

Jose Larenas Coronel

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EDUCATION

Business, Management Information Systems
San Jose State University, Fremont CA

May 2025

SKILLS

- Python
- Proficient in sorting, filing, scanning, copying, typing correspondence, making labels, and data entry into databases
- Able to work with diverse teams to achieve seamless office operations and project success.
- Able to operate Microsoft Office Suite (Word & Excel), Google Suite
- Effective interpersonal skills, promoting collaboration in an office environment.
- Experienced in managing and analyzing data through spreadsheets and databases.
- Skilled in troubleshooting basic technical issues and providing effective solutions

LANGUAGES

English, Spanish

EXPERIENCE

Customer Service Student Assistant, Facilities Development & Operations
(SJSU), San Jose, CA

August 2023 - Present

- Manage administrative tasks, including 5 spreadsheets with data entry, copy-making, and typing, with a high level of accuracy.
- Process and organized 100+ documents, resulting in a streamlined retrieval process.
- Leverage data analysis skills to identify trends in over 20+ customer inquiries, delivering insights for process improvement and enhancing user experience.
- Fix and repaired key card access systems across over 50 campus buildings, ensuring secure and reliable access for over 10,000 students and staff members.
- Coordinate and manage over 20+ specific trade specialist in alignment with respective inquiries, showcasing strong organizational and analytical skills.

Telemarketing Representative, San Jose State University Bursar's Office, San Jose, California

October 2022 - June 2023

- Analyzed and was proficient in building rapport and influencing others to get a purchase.
- Maintained a professional demeanor and positive attitude while representing company averaging 3 pledges a week.
- Delivered clear and persuasive information to 1000+ alumni and faculty while prioritizing effective communication.
- Collaborated with 8 team members to improve sales approaches and techniques.

Shift Lead, Taco Bell, Fremont, Ca

June 2020 - August 2021

- Demonstrated ability to handle difficult customer interactions and maintain a composed demeanor in high-pressure situations. As a result, customer satisfaction rates increased by about 90%.
- Led a team of 9+ people, while sustaining store in constant operation.
- Provided guidance and support due to daily problems from customers and team members.
- Ensured a fast producing business and guaranteed customer orders were done within 3 minutes.

PERSONAL PROJECTS

Barber, Self Owned Service

January 2021 - July 2023

- Leveraged social media to market and secure approximately 100+ clients.
- Developed and sustained strong client relationships through effective communication, ensuring long-term partnerships.
- Maximized time management and organizational skills by carefully scheduling 5 appointments around 6 classes.
- Scheduled and coordinated 10 appointments throughout the week and book kept earnings on excel.

ACADEMIC COURSES

- Business Statistics
- Business programming (Python)
- Fund Mgmt Info Sys
- Sys Analysis and Design