

Johnson Luong

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EDUCATION

San Jose State University, San Jose

Expected Graduation: May 2027

Bachelor of Science: **Business Administration** | Concentration: **Management Information Systems**

Major GPA: **3.91** | Dean's Scholar 2024-2025 | 2023-2024 President's Scholar

PROFESSIONAL EXPERIENCE

Retail Associate (Cashier)

June 2024- October 2024

Nordstrom

San Jose, CA

- Addressed over 25 customer inquiries daily, providing in-person assistance related to product inventory, online orders, and credit card issues
- Pivoted between tasks such as handling transactions, retagging merchandise, supporting order pickups, and answering phone calls, reducing customer wait times in a fast-paced retail environment
- Delegated tasks assigned by the manager, such as working alongside the floor team and the asset protection team to ensure smooth operations while contributing to shrink prevention efforts

Retail Associate(Cashier)

May 2023- September 2023

Ross Dress for Less

San Jose, CA

- Achieved a customer processing rate of 100+, demonstrating accuracy and efficiency in operational processes
- Resolved hardware and connectivity issues with handheld scanners and printers to streamline retail operations
- Ensured compliance with corporate policies and security standards by safeguarding and securely handling customer information

PROJECTS

Keyboard Store Shopping Application

October 2024 – December 2024

Introduction to Business Programming, Lucas College of Business

San Jose, CA

- Designed and implemented a shopping application using Python, allowing users to browse and purchase customizable keyboard components
- Diagnosed and resolved software issues by analyzing error dialogs and debugging command-line errors, ensuring seamless application performance for end-users
- Utilized Python's pandas library for data management and appJar for GUI development, enhancing user experience and data processing capabilities

LEADERSHIP/ EXTRACURRICULAR EXPERIENCE

Institute of Management Accountants

August 2024- Present

Vice President of Marketing

January 2025- Present

- Developed and executed Instagram marketing strategies, increasing outreach to over 4,000 users through consistent and engaging content
- Analyzed Instagram insight data to adjust strategies to increase story views and post interactions by 200%
- Designed flyers and social media graphics to ensure professional and appealing marketing content

Auto Detailing Business Founder

October 2023- Present

- Established and auto detailing service, delivering high-quality interior and exterior vehicle cleaning tailored towards customer needs
- Improved the efficiency in delivering services by developing a methodical procedure through trial and error
- Earned over 10 five-star reviews by sourcing and utilizing quality products and tools, leading to a 90% customer retention rate

SKILLS

- **Languages:** English (Native fluency), Vietnamese (Native fluency), American Sign Language (Basic fluency)
- **Technical:** Microsoft Suite (Excel, Word, PowerPoint), Google Suite, Canva, Spyder, Python(Pandas), SQL, Lucidchart, Windows
- **Other:** leadership, adaptability, detail-oriented, problem-solving, growth mindset, analytical thinking