

# Jonathan Lau

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## EDUCATION

### Bachelor of Science in Management Information Systems

San Jose State University, San Jose, CA

Current GPA: 3.85

Expected Graduation: May 2026

Relevant Coursework: Database Management Systems, Introduction to Business Programming Fundamental Management Information Systems, System Analysis and Design

### Associate of Science in Business Administration

Solano Community College, Fairfield, CA

GPA: 3.93

Graduated: May 2024

Relevant Coursework: Managerial Accounting, Financial Accounting, Macroeconomics, Microeconomics

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## PROJECTS

### SQL Database Management Project - December 2024

- Worked in a team of four to design and implement a relational database using SQL and Live-Oracle.
  - Developed and optimized queries to extract, analyze, and manipulate data efficiently.
  - Created ER diagrams, normalized database structures, and ensured data integrity.
  - Presented project findings, demonstrating insights gained from structured data analysis.
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## EXPERIENCE

### Crumb! Shift Lead, Crumb!, Fairfield, CA - June 2022 – August 2024

- Supervised shift operations, ensuring timely production and quality control of over 500 cookies per day.
- Managed a team of 2-4 employees, providing training, support, and feedback to increase productivity by 15%.
- Resolved 95% of customer complaints promptly, contributing to a 4.8-star customer satisfaction rating.
- Implemented promotional strategies to boost sales by 20% during peak periods, driving customer engagement.

### Event Volunteer – Car Show Setup, American Armory Museum, Fairfield, CA - June 29, 2019

- Collaborated with a team to set up a large-scale car show with 50+ vehicles and 20+ vendors.
- Facilitated event logistics, ensuring smooth coordination and setup, contributing to an event attended by over 200 visitors.
- Reinforced event staff in ensuring a seamless setup process, resulting in a 30% increase in attendee satisfaction and contributing to overall success of the event.

### Food Bank Volunteer, Food Bank of Contra Costa & Solano, Fairfield, CA - April 9, 2019

- Collaborated in organizing and distributing 300+ food packages to individuals and families in need.
  - Managed and stocked inventory, tracking over 1,000 donated items and organizing inventory for efficiency.
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## SKILLS

- **Key Skills:** Leadership and Team Management, Event Coordination, Organizational Skills, Cross-Functional Communication
- **Technical Skills:** Excel, MySQL, Python