
Jonathan Mayo

Sunnyvale, CA

408-394-9845

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Profile:

A motivated and results-driven professional with experience in customer service and operations management. Proficient in Python and learning data management tools. Pursuing a Bachelor's degree in Business Administration with a concentration in Management Information Systems, with a strong focus on data analytics and technology. Demonstrated ability to solve problems and work effectively with others, and proven success in leadership and supervisory roles.

Work Experience:**Ten Ren Tea Company/ Shift Lead**

June 2019 - April 2020

[Address:](#) 10881 N Wolfe Rd, Cupertino, CA 95014

- Prepared and served tea drinks and food items to customers
- Managed cash register and provided accurate change
- Supervised a team of 4 employees, including training and inventory management
- Certified Food Handler (Expired)

Crunch Sunnyvale / Front desk & Assistant Operations manager

January 2022 - June 2022

[Address:](#) 1651 Hollenbeck Ave, Sunnyvale, CA 94087

- Assisted in day-to-day operations and resolved customer inquiries with efficiency
- Utilized technology such as SMG 360, VFP, and Datatrak to maintain accurate records and ensure compliance
- Contributed to improvements in customer satisfaction and operational efficiency

Skills:

- Strong Leadership & Supervisory Experience
 - Great Team player
 - Excellent Communication & Problem-Solving Skills
 - Customer Service Expertise
 - Proficient in Microsoft Excel and Python
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Wilcox High School/ High School Diploma

September 2014 - May 2018

[Address:](#) 3250 Monroe St, Santa Clara, CA 95051

- Certificate of Completion in FlexFactor project based learning program offered by NextFlex in conjunction with Wilcox High School and San Jose City College (2017)
- Demonstrated understanding of advanced manufacturing technology, entrepreneurship, customer segmentation and value creation as it relates to the field of Flexible Hybrid Electronics and education and career pathways associated with the high tech sector

Mission College / Associates of Science in Business Administration

September 2018 - May 2021

[Address:](#) 3000 Mission College Blvd, Santa Clara, CA 95054

San Jose State University/ Pursuing Bachelor's Degree In Business Administration

Concentration: Management Informations Systems

August 2021 - Current

Expected Graduation Date: Spring 2024 (May 16th)

[Address:](#) 1 Washington Sq, San Jose, CA 95192

- Proficient in Python and familiar with use of pandas
 - Actively learning/practicing DBMS such as MySQL
 - Actively Learning/practicing Tableau and other Visualization tools
 - Focused on data analytics and IT
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