

James Tieu

Jamestieu2@gmail.com ❖ (408) 603-1733 ❖ San Jose, CA

TECHNICAL SKILLS

- **Operating Systems:** Windows 11/10/8/7, MacOS, Linux
 - **Hardware Installations:** RAM, HDD, SSD, Motherboard, Video Card, Network Card, Power supply
 - **Hardware Troubleshooting:** Laptops and Desktops, Mobile Devices, Printers, and peripherals
 - Microsoft Office Suite and Google Workspace
 - Python programming language
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EDUCATION AND CERTIFICATIONS

San Jose State University

Bachelors in Business Administration, Management Information Systems

Aug. 2023-Current
San Jose, CA

- **Degree:** Expected in May 2025

Ohlone College

Associate in Science in IT Service and Support

Aug. 2020-Current
Fremont, CA

- **Degree:** Expected in May 2024

Comptia

A+

- **Certification:** Completed in January 2024
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WORK EXPERIENCE

Target

General Merchandising Team Member

March 2023 - August 2023
San Jose, CA

- Engage with customers in a courteous and professional manner, providing assistance and guidance on merchandise selection
- Ensure accurate pricing, labeling, and signage, adhering to Target's merchandising standards.
- Conduct regular inventory counts, assist in the organization of merchandise storage areas, and contribute to efficient order replenishment

Round Table Pizza

Sales Associate/Server

May 2018 – May 2020
San Jose, CA

- Ensured optimal guest experiences by seating guests, taking orders, serving dishes, and removing dinnerware with a positive attitude
 - Ensured maintenance of food hygiene in accordance with standards and guidelines
 - Resolved customer complaints and concerns
 - Managed orders and accompanying financial transactions using digital Point of Sale system
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SKILLS & INTERESTS

- **Skills:** Windows; MacOS; Linux; Python; Customer service; Sales Expertise; Point of sale knowledge
- **Interests:** Basketball; Video games; Travel; Reading; Music