KATHY NGUYEN

San Jose, CA | (669) 251-9266 | kathynguyen1543@gmail.com

EDUCATION

San José State University Expected Dec 2027
B.S. in Business Administration, Concentration in Management Information Systems

De Anza College Jun 2024
Associate Degree for Transfer in Psychology

ACADEMIC PROJECTS

Data Analytics & Business Recommendation | Coding Analyst Oct 2026
BUS4-110A, San José State University

- Ran Python/Pandas analyses in Google Colab with permitted AI coding support to examine retail orders, product combinations, sales, and profit margins.
- Checked analysis outputs and contributed evidence for a team recommendation to test cross-selling Binders and Paper.

Excel-Based Business Projects Fall 2026
BUS4-91L, San José State University

- Completed structured spreadsheet assignments using formulas, charts, data organization, and filtering.
- Practiced lookup functions and PivotTables with instructional support.

PROFESSIONAL EXPERIENCE

Panda Express | Shift Leader May 2025 – Feb 2026
San Jose, CA

- Tracked customer satisfaction KPIs in an internal system, reviewed negative feedback, and identified ways to address declining scores before performance deadlines.
- Coordinated staff assignments and kitchen requests to support shift workflows and control food waste.
- Scheduled catering orders, trained new hires, and handled front-of-house opening and closing tasks.
- Reconciled cash at closing and followed cash-handling security procedures.

Panda Express | Cashier / Food Service Oct 2022 – Apr 2025
San Jose, CA

- Processed customer orders and payments while supporting daily operations during busy shifts.

H&M | Sales Associate Oct 2023 – Feb 2024
San Jose, CA

- Organized merchandise across assigned departments, helped customers locate items, and supported fitting rooms and seasonal inventory checks.

TECHNICAL SKILLS & LANGUAGES

Excel: Coursework practice with formulas, lookup functions, charts, sorting/filtering, and PivotTables (with guidance).

Python/Pandas: Introductory, AI-assisted analysis in Google Colab. | Google Docs and Slides.

Languages: Vietnamese and English.