

Khanh Le

San Jose, CA

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EDUCATION

San Jose State University, San Jose, CA Expected Jun 2026

BS, Business Administration, Management Information Systems Concentration

Relevant Coursework: Computer Tools for Business, Business Programming, Calculus I-II, Discrete Mathematics

GPA: 3.7

West Valley College, Saratoga, CA Aug 2022 - Dec 2023

AS-T, Business Administration 2.0, AA, Liberal Arts: Science & Math, AA, Liberal Arts: Social & Behavioral Sciences

Awards: Extended Opportunity Program and Services (EOPS) Scholar Award

CERTIFICATIONS

IBM Introduction to Agile Development and Scrum, Coursera Feb 2024

Leadership and Career Certificate Program, San Jose State University Spring 2024

SKILLS

- **Technical Skills:** Microsoft Suite, Google Suite, Microsoft Visual Studio, Agile Development, Scrum
- **Languages:** English (Fluent), Vietnamese (Fluent)

PROJECTS

Board Member, GravityWater, San Jose, CA Nov 2021 - Jan 2022

- Served as Vice President of Key Club, orchestrating fundraising initiatives for GravityWater
- Spearheaded planning and execution of a school-wide Walk-a-Thon to support clean water projects
- Outreached to 1,800+ students and residents of the Cambrian area to secure \$5,000 in donations to construct a clean water source for a Primary School in rural Vietnam

WORK EXPERIENCE

Shift Lead, Teaspoon, San Jose, CA Oct 2023 - Present

- Supervise a team of 2-3 members during shifts, ensuring smooth operations by managing ingredients, monitoring breaks, and assigning tasks
- Implement inventory management strategies, reducing waste by 15% through FIFO, stock auditing, demand forecasting, and creating safety stock as necessary
- Process 100+ transactions a day using the POS system for transaction processing and sales tracking
- Craft and serve specialty drinks while maintaining high standards of quality
- Lead large-scale catering orders of 200-500 drinks, while also attending to the store's daily operations
- Prioritize customer satisfaction through attentive service and collaborative teamwork

Shift Lead, T4 Tea 4 U, San Jose, CA, May 2022 - Aug 2023

- Operated POS system to facilitate 150+ transactions a day and maintain accurate records
- Assisted manager in leading and motivating 2-3 team members to achieve a 15% improvement in team performance
- Conducted 2 comprehensive training sessions for new hires, ensuring familiarity with store procedures
- Oversaw duties in the kitchen, including food preparation (4-5lbs of food daily), cooking (50+ orders daily), and maintaining cleanliness