

# Khanh Le

San Jose, CA

(408) 717-1592 | khnhl1712@gmail.com | linkedin.com/in/gkhanh/

## EDUCATION

**San Jose State University**, San Jose, CA - **GPA: 3.7** Expected Jun 2026

BS, Business Administration, Management Information Systems Concentration

**Relevant Coursework:** Business Programming, Systems Analysis and Design, Calculus I-II, Discrete Mathematics

**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**, IBM via Coursera Feb 2024

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

## SKILLS

- **Technical Skills:** Python, Pandas, JupyterLab, Google Colab, VS Code, Qualtrics, Agile Development & Scrum, Microsoft Suite, Google Suite
- **Languages:** English (Fluent), Vietnamese (Fluent)

## EXPERIENCE

**Consultant (via SJSU Marketing Association)**, LinkedIn | San Jose, CA Sep 2024 - Present

- Collaborate with a team of 9 consultants to analyze multiple promising avenues for LinkedIn to strengthen its marketing reach
- Create strategic recommendations and develop plans for integration, including engaging with LinkedIn's in-house teams to deploy and implement strategies into existing marketing channels
- Conducted a survey created using Qualtrics, outreaching to over 840 participants to identify pain points and barriers of entry for LinkedIn and LinkedIn Learning
- Analyze over 16,000 points of data collected using Microsoft Excel and Pandas library
- Develop a long-term roadmap to help LinkedIn continue to grow their presence in higher education

**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 over 100 specialty drinks daily while maintaining high standards of quality
- Lead large-scale catering orders of 200-500 drinks, while also attending to store's daily operations
- Ensure customer satisfaction through efficient and attentive service, guaranteeing less than 7-minute wait times

**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
- Acted as second to 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