

KAREN MARTINEZ ZUNIGA

San Jose, CA | (408) 520-6759 | karen.martinez2017@gmail.com | www.linkedin.com/in/KarenMartinezx

PROFESSIONAL SUMMARY

Emerging IT professional with extraordinary work ethic demonstrated by working over 20 hours a week while maintaining a high academic standing.

EDUCATION

Business, Management Information System

August 2023 - May 2025

San Jose State University, San Jose, CA, 3.5

- Minor in Computer Science
- Relevant course work: System analysis and design, Networking and Data Communications

PROJECT EXPERIENCE

System Analysis Case Study, SJSU

September 2023 - December 2023

- Designed streamlined and user-friendly system request forms to facilitate project initiation.
- Demonstrated strong attention to detail in managing documentation and supporting materials for system requests.

Consulting Project, SJSU Women in Business

September 2023 - December 2023

- Conducted extensive research and analysis on industry trends and best practices, providing valuable insights
- Collaborated with the project team in development of project plans, ensuring efficient and effective project execution.
- Conducted market research on company's competitors, target audience, financials, and data
- Collaborated with team to execute a research analysis strategy to find solution for company needs
- Communicated research findings and analysis to team
- Identified problem areas by utilizing SWOT and competitor analysis

TECHNICAL SKILLS

Technology: Microsoft Visual Studio, Microsoft Excel, Microsoft Windows, Adobe

WORK EXPERIENCE

Optician, Keith Kosakura Optometrist, Cupertino, C.A

April 2022 - Present

- Educate patients with frame and lens selection, and acquire accurate measurements for proper fit of digital lens
- Check-in glasses and assemble as come and make sure it matches patient's prescription
- Recommend eyewear for customers based on prescription and observation of individual qualities
- Coordinated schedules while navigating different types of exams
- Filing and searching insurance benefits and overages into patient profiles and on insurance websites
- Display effective problem solving when patient is unable to adapt to prescribed lenses

Optician, Family Eyecare Center, Campbell, C.A

January 2022 - April 2022

- Customized upselling lens options, informed patients of benefits regarding different lens options and add-ons
- Treated on walk-in patients in need of eyeglass adjustments and minor repairs

Patient Care Manager, Family Eyecare Center, Campbell, C.A

July 2021 - February 2022

- Translated medical and technical information into non-medical terms for communication and collaboration with patients and other staff
- Maximized team knowledge and productivity by efficiently training and directing employees
- Organized stakeholder meetings to define go-to-market strategies
- Coordinated with various medical professionals to obtain, utilize, and update patient information in a confidential and secured manner
- Answered a high volume of telephone calls; taking and relaying messages; providing information to callers as well as scheduling appointments and maintaining appointment calendar
- Created daily work routines, evaluated medical personnel as well as submitted performance reviews to concerned professional

ACTIVITIES

Member, Women in Business, San Jose, CA

August 2023 - Present

Member, Management Information System, San Jose, CA

August 2023 - Present

LANGUAGES

- English (Native), Spanish (Native)