

## **KELLY DO**

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## **EDUCATION**

**Bachelor of Science in Business Administration: MIS**, San Jose State University 8/2021 – 5/2025

## **WORK EXPERIENCE**

**7Leaves Cafe**, Team Member

**4/2022 - Present**

- Worked in a team of five per shift to process daily orders, collaborating with front-line cashiers and back-end baristas
- Cooked and prepared artisan teas to ensure efficiency for next day store opening
- Ensured that all guests received a warm greeting at the register, thanks for their patronage and offer of assistance in their choice of artisan teas

**R&B Tea**, Barista

**3/2021 - 5/2022**

- Provided excellent guest service to guests, communicating to them the different tea options
- Processed hundreds of guest transactions daily, while balancing the drawer at the end of each shift
- Conducted safety training for new employee onboarding, to uphold company policies and sustain guest satisfaction

**Hollister, Great Mall**, Sales Associate

**10/ 2020 - 1/2021**

- Rang up guests as a cashier, while also assisting them in finding products in store
- Restocked inventory to the sales floor, organizing and folding clothes
- Organized online orders for in store pick up

**California's Great America**, Seasonal Food Services Associate

**6/2017 - 9/2017**

- Calmly and efficiently addressed guests questions and concerns, processing returns when required with outstanding customer service
- Worked at multiple restaurants around the park to serve food to guests, ensuring proper guest flow

## **EXTRACURRICULAR POSITIONS**

**Vietnamese Student Association**, Member

**8/2021 - Present**

- Organize weekly meetings to create an inclusive community for Asian Americans students in the Bay Area
- Collaborated in a team of 20 students to put together a cultural theater performance to educate the public about Vietnamese culture

**Piedmont Hills Class of 2021 Officer**, Class Secretary

**3/2020 - 6/2021**

- Created digital content for Class of 2021's social media platforms Instagram & Facebook to promote an inclusive school environment
- Executed fundraisers and school events such as Senior Sunrise, Senior Prom, and Graduation
- Reach out and communicate with vendors and organizations for sponsorship and potential partnerships in fundraisers and school events
- Recruited and manage students from sports and theater department to participate in fundraising and events
- Set meetings with school advisors to run through and finalize fundraisers and events, keeping track of minimum meeting minutes to ensure efficiency

## **TECHNICAL SKILLS**

**Soft Skills:** Teambuilding & Training, Patience & Empathy, Ability to Keep Calm in Stressful Situations, Effective Communication, Active Listener, People Oriented