

# Kyle Tam

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## Education

**University of San Jose State University**

*BS Business Administration*

*Management Information Systems Concentration*

San Jose, CA

December 2026

**Coursework:** Networking and Data Communications, Fundamental of Information Systems, System Analysis and Design, Database Management Systems, Introduction to Business Programming

## Experience

**San Francisco Super Cab**

San Francisco, CA

*Data & Operations Analyst Intern*

May 2025 - August 2025

- Developed interactive Excel dashboards to monitor real-time vehicle availability, dispatch efficiency, and maintenance schedules, improving vehicle uptime to 98%.
- Conducted trend analysis on over 200 monthly customer complaints, segmented by issue type and peak hours using pivot tables, which resulted in 30% reduction in resolution time.
- Analyzed fleet performance using maintenance and GPS data, and identified top 3 causes of service disruptions and recommended schedule optimizations that increased operational efficiency
- Partnered with the general manager to define and track KPIs for fleet performance, customer satisfaction, and regulatory compliance, and presented monthly data insights

**Little Footprint**

San Francisco, CA

*Learning and Development Assistant*

January 2018 - May 2018

- Supported lead teacher in managing classroom activities for a class of 25 elementary level students, contributing to a positive and productive learning environment.
- Provided one-on-one and small group tutoring sessions up to 10 students, reinforcing lesson content and helping students grasp difficult concepts.
- Prepared and organized teaching materials for at least 10 lessons per week, ensuring seamless instruction and minimizing disruptions during class activities.

## Related Skills

**Data Analysis:** Excel (Pivot Tables, PowerQuery), SQL, Python (Pandas, Numpy), MYSQL, BigQuery

**Data Visualization:** Tableau, Power BI

**Certificates:** Google Data Analytics

**Languages:** English (fluent), Cantonese (intermediate), Mandarin (intermediate)

## Extracurricular activities

**Boy Scouts of America**

San Francisco, CA

*Assistant Scoutmaster, Senior Patrol Leader, Drum Major Leader*

August 2015 - present

- Led a troop of 35 Scouts, coordinating and managing 45 meetings, 7 multi-day camping trips, and 4 community service projects, fostering teamwork and a positive troop culture.
- Resolved over 20 troop-related issues and conflicts annually, ensuring a harmonious and respectful environment while maintaining high standards of conduct.
- Mentored 17 younger Scouts, guiding them to achieve an average of 3 advancement each and helping develop their leadership and outdoor skills