

Laila Ben Ameer

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Education

San Jose State University: 2023 - 2026

BBA Management Information Systems, 3.9 GPA

President's Scholar

Work History

Family Programming/Operations Associate: 03/2024 - Present

Bay Clubs Company: Fremont, CA

- Leveraged Microsoft Excel for data tracking, enhancing efficiency in member check-in processes.
- Trained and mentored new hires, improving team performance and workflows.
- Delivered excellent customer service, resolving inquiries to uphold member satisfaction.

Retail Merchandise Associate: 09/2023 - 04/2024

TJ Maxx, TJX Companies: Fremont, CA

- Facilitated high-volume transactions while maintaining accuracy in a fast-paced environment.
- Collaborated with team members to exceed credit card sign-up goals.
- Addressed and resolved customer service issues with professionalism and tact.

Summer Intern Researcher: 05/2022 - 07/2022

EQ Vehicle: Hayward, CA

- Conducted detailed research on sustainable energy initiatives, contributing to actionable insights.
- Presented research findings effectively to enhance decision-making processes.
- Recommended process improvements for workflow optimization.

Volunteer: 06/2021 - 11/2021

Bay Area Community Health Clinic: Fremont, CA

- Conducted detailed research on sustainable energy initiatives, contributing to actionable insights.
- Presented research findings effectively to enhance decision-making processes.
- Recommended process improvements for workflow optimization.

Key Projects

- **Café Storefront Application Development:** Designed and implemented a café storefront application featuring a chatbot, GUI, and inventory management using Python and Pandas.
- **Process Improvement Initiative:** Collaborated with cross-functional teams to identify and address process gaps.

Skills

- **Technical Skills:** Proficient in Microsoft Excel, Word, PowerPoint, Pandas, and Python programming; basic knowledge of computer networking and process mapping.
- **Soft Skills:** Collaboration, Communication, Leadership, Problem-Solving.

References

References are available upon request