

# Kenneth Luong

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## OBJECTIVE

Agile thinking IS student seeking to solve user and technological issues through proactive, collaborative work

## Education

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**SAN JOSE STATE UNIVERSITY**, SAN JOSE, CA

EXPECTED DEC. 2026

*B.S., Business Administration, Management Information Systems (MIS)*

GPA: 3.6

- Relevant coursework
  - System Analysis & Design, Operation Management, Management & Organizational Behavior, Intro to Data Structures

## Technical Skills

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- Java, Eclipse
- Python, JupyterLab
- PANDAS
- Microsoft 365
- Photoshop
- Jira, WBS Gantt
- SCRUM

## Professional Experience

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**HOT GOURMET COFFEE**, SAN JOSE, CA

WINTER 2022 - 2025

*Seasonal Barista, Barback, Back of House*

- Adapted between different positions to improve overall output proficiency
- Coordinated with a team to deliver products to over 100 customers daily
- Generated an 80% company satisfaction rating through professional service to customers
- Trained and mentored new team members on creation processes and company guidelines
- Provided product knowledge to customers, helping them make informed decisions
- Identified when resources were low and replenished stock