

Neo La

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Education

Bachelor of Business

San Jose State University

San Jose, CA 08/2023 - 06/2026

- Major Business: Management Information Systems Minor: Computer Science
- Overall GPA: 3.4

Skills

- Languages & Frameworks: JavaScript, TypeScript, Node.js, Express, React.js, C++
- Python Technologies & Tools: MongoDB Atlas, AWS, Git
- Fluent in Vietnamese and English
- Concepts: Responsive Web Design
- Proficient in Microsoft Excel

Experience

Barista/Cashier

Starbucks

2/2023 - 03/2024

- Customer Engagement & Efficiency: Excelled in mastering over 30 unique beverage recipes, consistently handling over 200 customer interactions per shift, focusing on speed and accuracy.
- Delivered exceptional customer service in a high-volume, fast-paced drive-through setting.
- Memorized an extensive menu of specialty drinks and efficiently prepared customized beverages to meet customers' preferences.
- Consistently achieved high customer satisfaction ratings by providing friendly, prompt, and personalized service.
- Managed cash transactions accurately and efficiently, ensuring balanced cash registers at the end of each shift.
- Collaborated with team members to maintain a clean and organized workspace, contributing to a positive environment for customers and staff.
- Addressed customer inquiries and resolved complaints promptly, ensuring a positive experience for every customer.

Instructor Director

KidzToPros

06/2022 - 1/2023

- Educational Program Management: Promoted from instructor to director within one month due to exceptional leadership and organizational skills.
- Managed and optimized educational programs across 7 locations, impacting over 200+ children aged 6-12 with diverse educational activities, including sports and technology-based learning.
- Strategic Oversight & Staff Development: Spearheaded a new team of instructors to teach computer science to the older kids, implementing rigorous training programs that enhanced teaching quality and consistency. Established performance metrics that led to a 30% improvement in program delivery effectiveness and parent satisfaction.
- Safety & Compliance: Ensured strict adherence to safety protocols and health guidelines, resulting in a record zero safety incidents under my leadership. Oversaw the integration of new health and safety standards that became a model for other locations within the organization.

YMCA Camp Counselor

YMCA

03/2018 - 04/2020

- Youth Engagement and Leadership: Developed interactive activities tailored for 5th graders, engaging over 30 campers from multiple schools. Designed and led daily sessions that enhanced camper participation and educational enrichment in sports, arts, and environmental awareness.
- Behavioral Management and Safety Oversight: Maintained a safe and inclusive environment for all campers, implementing behavioral guidelines that reduced incidents by 20%. Actively monitored and addressed camper behavior to promote positive peer interactions and respect.
- Activity Coordination and Program Development: Developed and executed a well-rounded weekly activity schedule that balanced educational content with physical activities, ensuring diverse and amusing experiences for campers. This programming contributed to an 80% improvement in camper satisfaction based on end-of-camp cards highlighting their experiences (surveys).