

Neelesh Roy

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EXPERIENCE

Guest Service Agent

June 2022 - Aug. 2022

Embassy Suites by Hilton | Milpitas, CA

Hospitality Company

- Multitasked with checking in/out guests and answering guest requests/inquiries while maintaining a positive attitude.
- Used sales techniques to promote hotel facilities and upsell guests premium rooms to maximize hotel occupancy.
- Conducted reports of cancellations, payment, rate discrepancies, guest accommodations and guest complaints.
- Gained experience in operating the OnQ software system.
- Trained new hires on reports and OnQ software

Intern

June 2021 - Aug. 2021

Subex | Denver, CO

Software Company specializing in Telecom Analytics

- Learned about Telecom Industry including fraud management and Telecom Ecosystem
- Contributed to the development of a new major data analytics software (HyperSense) which included:
 - Improved HyperSense website to help clients better understand the software and its functionality.
 - Collaborated with other interns to construct and run workflows in various platforms within the software to detect bugs and log difficulties.
- Presented feedback and solutions to the developers for the betterment of HyperSense.

Campus Manager

Jan. 2021 - Aug. 2021

SparkTrendz | Chino Hills, CA

Customized Clothing Company

- Developed company connections by introducing prospective clients through further connections on multiple campuses and cold calls/emails.
- Guided clients through attaining quotes for bulk sales and keeping track of transactions between clients and SparkTrendz
- Ensured transactions and product delivery ran smoothly to maintain customer satisfaction and retention.
- Created a base for future campus managers to be successful in the campus I was located in.

EXTRACURRICULARS

- **2022: eBay ML Challenge** - Worked with a team to develop an efficient categorization ML model with real-world data.
- **2022: PANW Cybersecurity Competition**: Research various sectors using cybersecurity and present methods a certain sector can be more cyber-secure.
- **2021 - Present: Indoor Intramural Soccer Team Captain** - Led my team of eight into playoffs as team captain.
- **2019: Stanford Blood Drive (Eagle Scout Project)** - Organized and led a team of 30 scout members, a promotion campaign for a successful blood drive where a record 44 donors donated blood.
- **2014 - Present: Boy Scouts of America Eagle Scout** - Learned adulthood skills and demonstrated leadership through leading Troop activities/outings and conducting a major community service project.

SKILLS & LANGUAGES

- **Skills:** Introductory Java Programming(2 mo), Microsoft Office(8 yr), Google Drive(8 yr), Customer Service/Support (2 mo), Sales (1 yr)
- **Languages:** English (fluent), Bengali (intermediate), Hindi (beginner)

EDUCATION

San Jose State University | Bachelor of Science in Business Admin - Management Information Systems Expected May 2025

- Overall College GPA: 3.83
- *Active Participant* in Management Information Systems Association

Milpitas High School | High School Diploma

Graduated June 2021