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Objective - Seeking an internship in business technology operations.

Education

San Jose State University, Bachelors of Science in Business - Management Information Systems

August 2025 - Present

- Overall GPA: 3.75/4.0
- Expected graduation December 2027

Related Coursework: System Analysis & Design, Networking and Data Communications, Business Data Analytics, Operations & Supply Chain Management, Python

San Jose City College, Associates in Science of Business Admin *September 2023 - May 2025*

- Overall GPA 3.33/4.0

Related Coursework: Business core courses; Business Law, Micro and Macro Economics, Financial Accounting, Managerial Accounting, Calculus, Statistics.

Work Experience

Mikiya Wagyu Shabu House, Santa Clara, CA *January 2024 - Present*

Restaurant Server

- Delivered exceptional customer service, contributing to 480+ five-star reviews.
- Collaborated with team members to improve workflow, earning *Employee of the Month* recognition.
- Managed high-volume customer requests, adapting to diverse cultural expectations and service standards.
- Strengthened communication and teamwork skills by coordinating with employees at all levels.

Ippudo, Cupertino, CA *February 2022 - September 2024*

Server Lead/Assistant Manager

- Assisted day to day management to lead front of house service for servers and other support staff during busy shifts.
- Assisted management with staff scheduling, training of new employees, and enforcement of service standards.
- Observed service flow of servers, remedied customer concerns while ensuring service was timely and enjoyable.
- Assisted with coordination of inventory and other procedures affecting flow of work and speed of service.

Alexander's Steak House, Cupertino, CA

November 2021 - August 2022

Restaurant Server

- Coordinated with kitchen and front-of-house staff to ensure proper order flow and service.
- Handled guest issues to ensure quality standards.

ISP front desk staff, SJCC

September 2023 - March 2024

- Scheduled appointment for international students for their academic consultations.
- Kept track of upcoming appointments and cancellation using google calendar while maintaining a steady flow of operation.
- Consulted with students and met their needs through identifying any additional resources they might refer to.

Technical Skills

MS Excel, Google Workspace, Python, C++(introductory coursework), POS system