

Quang Le

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EDUCATION

San Jose State University, San Jose, CA Senior

- Pursuing a bachelor degree in Business Administration and Management, General

WORK EXPERIENCES

California's Great America, Santa Clara, CA

August 2021 - Now

Human Resources Supervisor

- Train and develop new HR associates
- Identify and improve team productivity and performance
- Provide positive and constructive feedback
- Process new-hire and alumni onboarding paperwork
- Promote department positions and opportunities
- Approve line level work shifts
- Create weekly break schedules conforming to rest and meal policies
- Assist the HR department with recruitment, employment, and associate services

Starbucks, Santa Clara, CA

November 2018 - June 2022

Barista

- Provide customer service and answer customers' complaints and questions
- Take orders and make coffee, tea, and other drinks to customer specifications
- Operate cash registers and credit card machines
- Maintain good customer relations and speedy delivery of all beverages
- Clean coffee machines, restaurant areas, restrooms, and preparation areas

California's Great America, Santa Clara, CA

Mar 2017 - Aug 2019

Customer Service Representative

- Sell tickets to guests and process guests' season passes
- Provide guests with park information
- Deal with guests' inquiries and complaints

VOLUNTEER EXPERIENCES

Comic Con, with Key Club at Santa Clara Central Library

Sep 2016

- Helped set up stations and helped with activities at my assigned station

Library Summer Volunteer, Santa Clara Northside Library

June 2016 - Aug 2016

- Sorted Books and DVDs
- Set up and cleaned up activities
- Helped with library activities
- Worked with children and adults

EXTRACURRICULAR ACTIVITIES

Key Club, Publicist and Secretary

Aug 2015 - June 2017

- Helped create slides and organized club meetings and events
- Participated and helped in volunteer activities with the club
- Published club meetings and events on social media sites

RELEVANT SKILLS

- Bilingual in Vietnamese
- Customer Services
- Time Management

INTERESTS AND HOBBIES

- Technology
- Connecting with customers
- Music/Singing