

# Que Anh Tran

San Jose,

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## EDUCATION

### **Bachelor of Science, Management Information System**

December 2025

San Jose State University, San Jose, CA, GPA: 3.8

### **Associate in Science, Business Administration 2.0**

December 2023

Evergreen Valley College, San Jose, CA, GPA: 3.8

## EXPERIENCE

### **Game Master**, Edscapade Games, San Jose, CA

November 2022 - Present

- Organized and maintained every component of game rooms by performing weekly check-ups and reporting non-functions to management team
- Adapted to customers' personalities, and characteristics of group to personalize tones, attitudes, and atmosphere of game
- Coordinated with live actors to enhance experiences such as creating jump-scares and resolve issues regarding players' mental and physical well-being
- Established positive relationships with customers; receive over 40+ 5-star shout-outs on Yelp and Google, with no personal ratings of 4 or lower

### **Cashier and Waitress**, Green Lotus Restaurant, San Jose, CA

June 2021 - December 2022

- Handled customer's orders and manage transactions for 20+ customers per shift
- Remembered and understood components of 90+ dishes and beverages in menu
- Recommended dishes and inform kitchen of necessary adjustments based on customer's allergies, vegan/vegetarian choice, and personal preferences
- Increased customer retention by familiarizing with food preferences and personalities

## VOLUNTEERING

### **Head of Public Relations**, The Match, Hanoi, Vietnam

January 2018 - October 2018

- Managed PR team of 10+ people. An educational non-profit project is in its 6th gen with over 40,000 followers. Prepare middle-schoolers for high school entrance exam, most important exam in Vietnam.
- Scheduled, assigned tasks, and cooperated with the Media and Design team, and proofread over 30 posts throughout project
- Strategized ways to increase engagement and reply to comments on fan page.

### **Project Manager Officer**, SJSU AR/VR Club, San Jose, CA

February 2024 - Present

- Cooperated with the Present and Vice President to develop curriculum for development program of 10+ members to develop VR games
- Wrote a handbook about purpose and phrases of development program to guide new and potential team members
- Attended weekly meetings to discuss and contributed ideas to club's events
- Perform reflection and reevaluation report to improve quality of development program and make adjustments on Project Manager position's tasks and responsibility