

Que Anh Tran

San Jose, California,
(669) 293-4535
queanhtran23403@gmail.com

Management Information System undergraduate

To seek a challenging position in project management that utilizes prior experiences in public relations, over two years of customer service, and a record of positive ratings. Fluency in Vietnamese, professional working proficiency in English.

Experience

Game Master, Edscapade Games, San Jose, CA, November 2022 - Present: Host, maintain, and promote game rooms for the highest-rated escape room company in San Jose on Yelp and Google Reviews.

- Organize and maintain every component of game rooms, weekly check-ups, and report nonfunctions to the management team.
- Analyze different customers' levels of experience to instruct and guide customers effectively
- Adapt to customers' personalities, and characteristics of the group and its individuals to personalize tones, attitudes, and atmosphere of the game master and the game room.
- Coordinate with live actors to enhance the experiences such as creating jumpscare, and resolve issues regarding the players' mental and physical well-being and broken puzzles.
- Establish positive relationships with customers, receiving over 20 5-star shoutouts 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: Handle customer's orders and manage transactions in a Vietnamese vegan restaurant

- Remember and understand the components of 90+ dishes and beverages in the menu
- Recommend dishes and inform the kitchen of necessary adjustments based on the customer's allergies, vegan/vegetarian choice, and personal preferences
- Increase customer retention by familiarizing myself with their food preferences and personalities, and finding similarities to connect and comfort customer
- Handles transactions

Volunteering

Head of Public Relations, The Match, Hanoi, Vietnam, 2018: Managed PR team of 10+ people. An educational non-profit project that is in its 6th gen with over 40,000 followers. Prepare middle-schoolers for the high school entrance exam, the most important exam in Vietnam.

- Research, collect, and organize ideas weekly
- Schedule, assign tasks, cooperate with the Media and Design team, and proofread over 30 posts throughout the project

- Strategize ways to increase engagement and reply to comments on the fan page.

Education

Evergreen Valley College, San Jose, CA

2021 - 2023

- GPA: 3.8
- Completed Business Administration 2.0 Associate in Science for Transfer (AS-T)

San Jose State University, San Jose, CA

2024 - Present

- GPA: 3.8