

Rahul Sharma

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Education

San Jose State University, San Jose, CA

Bachelor of Science in Business Administration, Management Information Systems

August 2023 - May 2025

Coursework: Networking & Data Communications, Database Management Systems, Systems Analysis and Design, Fundamentals of Management Information Systems, Fundamentals of Operational Management Systems

Diablo Valley College, Pleasant Hill, CA 94523

Associate's Degree for Transfer in Business Administration

August 2022 - May 2023

Coursework: Java Programming, Calculus and Analytic Geometry, Financial and Managerial Accounting, Small Group Communications, Principles of Microeconomics and Macroeconomics

Work Experience

Barista/Cashier

Peet's Coffee & Tea - San Ramon, CA, September 2022 - October 2023

- Successfully processed 200 numerous in-store and online orders during daily peak work hours, optimizing task prioritization to assure efficient service
- Exceeded outstanding customer satisfaction standards through effective communication and problem-solving skills, achieved multiple positive Yelp reviews
- Streamlined operations by training and empowering 5 team members with POS systems and bar machines, improving efficiency and order accuracy; Improvements in order accuracy and teamwork led to a 12% increase in overall store satisfaction
- Proficiently operated cash register, POS systems, and machine equipment. Safely collected, calculated, and secured over \$1,500 dollars handled in transactions, ensuring financial safety

Floorstaff

Regal Cinemas - Dublin, CA June 2019 to March 2020

- Collaborated with a diverse team to foster a clean and safe environment, resulting in a decrease in operational malfunctions and safety incidents
- Identified and resolved customer related and operational issues by addressing concerns promptly; Implemented solutions resulted in an 16% decrease in customer complaints and 20% increase customer membership loyalty

Technical Skills

- Python
- MySQL
- Tableau
- Java
- Microsoft Excel
- AWS
- Pandas (Software)

Soft Skills

- Communication
- Team management
- Attention-to-detail
- Customer relations and service
- High-adaptability
- Time management

Organizations

Management Information Systems Association (MISA)

San Jose State University - San Jose, CA, August 2023 - May 2025

California Scholarship Federation (CSF)

Dougherty Valley High School - San Ramon, CA, August 2017 - 2020