

# Sophia Chan

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## OBJECTIVE

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Motivated MIS student with a foundation in web development, data analysis, and business intelligence, seeking an internship as a sales business intelligence analyst to apply and expand technical skills while helping make a positive impact on businesses and customers.

## EDUCATION

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### San Jose State University

August 2022-May 2026

- Business Management & Information Systems Major
- Relevant courses: Business Programming, Computer Tools, Statistics, Fundamentals of MIS, System Analysis and Design

## Professional Experience

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### Code Nation

Remote

*Intro to Web Development*

September 2020- Dec 2021

- Proactively pursued foundational knowledge in HTML, CSS, jQuery, and JavaScript through practical coding projects, resulting in enhanced technical skills to create functional and responsive web designs.
- Collaborated with peers on weekly coding projects, enhancing teamwork and communication skills while creating high quality solutions to the assignments within a set timeframe.
- Demonstrated strong time commitment and self discipline by effectively managing academic and personal commitments alongside dedicating a 4-8 hour weekly coding workload.

### Girls Who Code

Remote

*Summer Immersion Program*

Summer 2021

- Enhanced coding skills by developing functional websites, resulting in improved technical and web development skills.
- Strengthened public speaking abilities by delivering presentations on technical concepts and final project outcomes, effectively conveying information and engaging to diverse audiences.

### Development School for Youth (DSY)

Remote

*Professional Performance Program*

Fall 2023

- Participated in corporate workshops to enhance professional development, resulting in improved readiness in corporate environments while making valuable connections with many different industry professionals who shared insights into their career journeys.
- Engaged in networking activities, group discussions, and mock interviews, refining professional performance skills and gaining confidence in professional settings through real world practice and feedback.

## Work History

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### Community Desk Assistant

In Person

*SJSU UHS Housing Services*

August 2024- Present

- Provided exceptional customer service to nearly 4,500 residents, measured by resident satisfaction, by assisting with lockouts, equipment checkouts, and general questions through attentive and solution driven communication.
- Maintained the security of on campus student housing facilities by monitoring entry points and validating residential access, reducing the incidents of unauthorized entry, by following the established protocols and being proactive throughout the shift.
- Improved overall operational efficiency by immediately addressing and resolving residential requests, reducing response time, through effective communication and coordination with residents and the housing team.

## Technical Skills

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Python, Excel, SQL