

SIMRANPREET KAUR

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EDUCATION

San Jose State University

December 2026

B.S., Business Administration, Concentration in Management Information Systems (MIS)

Relevant Coursework: Fundamental of MIS (In progress), Fundamentals of Operations Management (In Progress), Intro to Programming, Calculus With Analytic, Micro and Macro Economics

SKILLS

Technology: C++, Microsoft Visual Studio

Languages: Fluent in English, Punjabi, and Hindi

WORK EXPERIENCE

McDonald's, Newark, CA

July 2021 – Present

Crew Member

- A warm greeting was extended to customers, and their inquiries regarding menu items, specialty products, promotions, and contributions were addressed.
- Efficiently took and processed orders via headset, handled payments, and delivered orders with a friendly demeanor, ensuring both speed and accuracy.
- Addressed customers' unique needs, ensuring that food and drink orders were taken and processed accurately to provide a positive dining experience.
- Prepared a range of beverages and ensured each was made to customer specifications and served promptly.
- Ensured that customers had an enjoyable meal by replenishing and stocking service stations, cabinets, and tables, and following safety protocols.
- Regularly sanitized and cleaned work areas, equipment, and dining spaces, maintaining a high standard of cleanliness throughout the restaurant.
- Worked closely with team members to ensure efficient order fulfillment and customer satisfaction.
- Proactively involved in open communication with customers and management to ensure outstanding coordination, promptly responding to requests, and resolving difficulties to improve the customer's overall experience.
- Demonstrated an encouraging attitude by accepting extra responsibilities when needed, which improved team achievements and guaranteed effective coverage of all aspects of the restaurant.