

Sheena Kumar

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EMAIL

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WORK EXPERIENCE

Manresa Bread — Barista (October 2023 - August 2024)

- Handle POS systems and ensure positive experiences for customers
 - Prepare drinks and food items
 - Prepare product displays and maintain store aesthetics, decor, and cleanliness
 - Coordinate with other employees to ensure efficient processes and quick service while maintaining quality
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SYMx Logistics — Project Management Intern (May 2021 - August 2021)

- Manage and maintain project backlogs and ensure forward project momentum
 - Assist in efforts to resolve key project conflicts and establish appropriate resolution paths
 - Prepare and present program and project status to C-suite executives at regular intervals
 - Daily procedures - Lead stand-up calls & daily debriefs while maintaining status updates on key projects, monitoring staff members, engaging with merchants, conducting daily group interaction, setting team and individual goals, and upholding positive morale.
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Ulta Beauty — Beauty Advisor (November 2020 - April 2021)

- Actively stayed informed about the newest products, trends, and loyalty programs to best market to customers
 - Communicated with customers while providing high-quality service to ensure satisfaction
 - Handled POS system transactions, upselling and recommending complementary products
 - Designing/creating displays to advertise the newest products
 - Flexibility to be able to cater to individual customer's needs
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Spirit Halloween — Sales Associate (September 2019 - November 2019)

- Assembling pop up storefront and merchandise
 - Carrying out transactions
 - Maintaining displays and decorations
 - Recommending additional products and accessories
 - Ensuring customer satisfaction and service
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BurgerIm — Cashier (May 2019 - August 2019)

- Carrying out transactions with customers
 - Recommending sales and complimentary items for purchase
 - Maintaining a clean storefront and dining area
 - Addressing customer concerns and service
 - Preparing smaller menu items
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SKILLS

Functional Skills

(Experiential): Financial Accounting, Critical Thinking, Community Engagement, Recruitment

Soft Skills:

Adaptive Leadership, Clear Communication, Cross-functional Team Management, Executive Communication, Conflict Management, Negotiation and Influence, High Tolerance of Ambiguity, Coaching, Collaborative Relationship Building, and Initiative.

Software: Indeed, MS Office Suite, MS Project, MS Teams, Python, G Suite. Visio, Monday,

EDUCATION

San Jose State University

Business Administration: Management Information Systems, B.S. IP: 2026

Relevant Course Work:

Business Analysis, Managerial Accounting, Python, Microsoft Office, Psychology, Cloud Computing, Calculus, Business Law, Statistics, Economics, Public Speaking

Irvington High School

High School Diploma
