Steven Tran *Business Analyst*

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Profile

Management Informations Systems student at San Jose State University with a strong foundation in business processes, data analysis, statistics, and technology integration.

Professional Experience

04/2024 – Present
Din Tai Fung
Santa Clara, CA

Front of House Member
- Supported high-volume operations in a world-renowned restaurant, serving 500+ guests per shift while maintaining top-tier customer service standards at all times.
- Coordinated with servers, hosts, and kitchen staff to optimize workflow, ensuring accurate order delivery and reduced wait times to ensure guest satisfaction.
- Greeted and guided guests with a smile, enhancing customer experience through clear communication and professionalism.
- Maintained detailed awareness of seating flow and table turnover, contributing to overall efficiency in a high-pressure environment.
- Assisted in training new team members on service procedures, reinforcing teamwork and leadership skills.
- Adapted quickly to shifting priorities during peak hours, demonstrating problem-solving, multitasking, and time-management abilities.

02/2023 – 04/2024
Chick Fil A El Camino
Santa Clara, CA

Front of House Member
- Delivered exceptional customer service to 100+ guests daily in a fast-paced environment, ensuring accuracy, efficiency, and satisfaction
- Managed point-of-sale transactions with attention to detail and maintained cash/credit accuracy
- Adapted quickly to changing priorities during peak hours, demonstrating flexibility and problem-solving skills.

Education

08/2023 – Present
San Jose, CA

Bachelor's in Management Information Systems (MIS)
San Jose State University

08/2019 – 06/2023
San Jose, CA

High School Diploma
Silver Creek High School

06/2021 – 07/2021
San Jose, CA

Pre-Calculus Summer Course
Evergreen Valley College

Skills

Product Development and Strategy	● ● ○ ○ ○	Customer needs analysis and market research	● ● ○ ○ ○
Data Analysis	● ● ● ○ ○	Presentation and Communication	● ● ● ● ○
Product Management and Team Leadership	● ● ● ○ ○		