

Tammy Ly

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OBJECTIVE

A college student seeking to learn and gain experience in professional working fields.

EXPERIENCE

Tzone Winchester, San Jose, CA 95128 — General Manager

August 2019 - Present

Experience in management of the business to maintain day to day operations and increase revenue.

- Completed customer orders with strict adherence to recipes to deliver consistent quality and optimize customer satisfaction
- Applied conflict management and interpersonal skills to quickly resolve any issues among employees, customers, and store-related products
- Managed daily inventory, ordering, and weekly work schedules to maintain operations
- Advertised available roles through social media platforms and interviewed suitably qualified applicants to seek suitable team
- Trained new employees in store policies and procedures to meet food and safety regulations
- Quickly and accurately managed financial transactions of all types to increase store sales and meet monthly goals

Hospitality & Tourism, Oak Grove High School — Student

August 2018 - May 2019

Studied in guest-oriented professions and business development through entrepreneurship courses.

EDUCATION

San Jose State University, San Jose, CA 95192 — May 2025

August 2021 - Present

- Business Administration, Management Information Systems Concentration, BS

Oak Grove High School, San Jose, CA 95123 — Graduated

August 2017 - June 2021

- Cumulative Unweighted GPA of 3.6
- AP Courses: Calculus, Biology, English Language

SKILLS

Fluent in English and Vietnamese (speaking, reading, and writing)

Computer proficiency in Microsoft Office, Google Workspace, and iWork Suite

REFERENCES

Tommy Hang
Employer, Tzone Winchester
(408)444-2520
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Diane Belger
Accounting Professor, San Jose State University
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Duane Bennett
Chemistry Teacher, Oak Grove High School
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Jennifer Claudio
AP Biology Teacher, Oak Grove High School
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EXTRACURRICULARS

Vietnamese Student Association, San Jose State University—Member

Fall 2021 - Present

Participation in events to educate peers on Vietnamese ethnic and culture.

- Contribution includes: attending meetings for educational purposes, taking part in cultural activities, and participating in projects that bring awareness to the Vietnamese community at San Jose State University

Interact Club, Rotary International — Secretary, Vice President

April 2019 - June 2020

Served two terms as a representative for Interact and Rotary International, an international organization that values creating a positive global impact by performing community service and developing leadership skills.

- One of the four representatives of Oak Grove High School at Presidents Winter Retreat 2019
- One of the two representatives of Oak Grove High School at Rotary Youth Leadership Awards 2019

Vietnamese Student Union, Oak Grove High School — Sophomore Representative, President

March 2019 - June 2020

Collaborated with Vietnamese students to educate others on Vietnamese culture within the community.

- Contribution includes: coordinating cultural events, organizing fundraisers for charities (i.e. Golden Hearts, Childrens of Vietnam), participating/collaborating in non-school events, etc.
- One of the four representatives of Oak Grove High School at Vision 2019

Association Student Body, Oak Grove High School — President

April 2018 - June 2019

Led the student body through key responsibilities.

- Organized multiple school events and fundraisers
- Developed skills to manage a business by operating the student cafe
- Collaborated with peers to expand the school community

PROJECTS

Science Palooza! — The Effects of Ethylene on Blossoming Roses

Conducted an experiment to measure the effects of ethylene including

- Scientific research
- Consistent tracking of data

Oak Grove High School — Eagle Cafe

Worked alongside the Activities Director to plan and establish a cafe for student access. Project of the student cafe included

- Months of thorough, accurate planning while conducting trial and error
- Daily inventory and restocking
- Completion of customer orders to deliver customer satisfaction
- Management of cash transactions

