

Contact

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www.linkedin.com/in/tracy-do-1960b4250 (LinkedIn)

Top Skills

Passenger Services  
Baggage Handling Systems  
Flight Operations

Languages

Vietnamese (Native or Bilingual)  
English (Native or Bilingual)

Certifications

Trained within Airman Certification Standards (ACS)  
Effective Listening  
Getting Things Done  
Storytelling for Business Video  
Designing a Presentation (2019)

Honors-Awards

Library Volunteer Recognition  
Principal's List  
Honor Roll  
Vietnamese Class Recognition  
Principal's List

Tracy Do

Business MIS Student at San Jose State University  
San Jose, California, United States

Summary

Experienced Customer Service Agent at Frontier Airlines and Retail Sales Lead at Bath & Body Works. Skilled in problem-solving, bilingual in English and Vietnamese, and committed to delivering exceptional service. Currently pursuing a degree in Business Administration with a concentration in Management Information Systems and a minor in Computer Science at SJSU. Eager to apply my skills in business and technology to drive positive results in dynamic environments.

Experience

Bath & Body Works  
Keyholder  
July 2025 - Present (3 months)  
San Jose, California, United States

Delivered exceptional service by building customer relationships and recommending products.  
Supervised and supported the team on the sales floor to maintain service standards and achieve sales goals.  
Ensured compliance with store policies, safety procedures, and asset loss prevention.  
Involved with merchandising, floor sets, and maintaining visual brand standards.  
Opened and closed the store while overseeing daily operations.  
Managed cash handling, including counting tills and preparing deposits.

GAT Airline Ground Support  
Airport Customer Service Agent  
July 2024 - Present (1 year 3 months)  
San Jose, California, United States

Assisted passengers at the time of check-in, boarding, landing, and baggage arrival.  
Effectively resolved customer inquiries related to flight delays, baggage, rebooking, and general travel questions.

Coordinated with team members to maintain flight operational efficiency as well as timely boarding and departure.

Managed confidential and personal passenger items, including baggage, travel documents, and accessibility accommodations.

Contributed to flight safety by assessing and ensuring the safe and secure handling of cargo throughout transport.

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## Education

San Jose State University

Bachelor of Business Administration, Management Information Systems · (August 2022 - 2026)

Yerba Buena High School

High School Diploma · (August 2018 - June 2022)