

Vi Tran

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Qualifications Summary

- Extensive academic preparation for Management Analyst
- Ability to adapt in various work environments
- Strong interpersonal and communication skills
- Collaboratively work with individuals/representatives
- Ability to problem-solve and meet deadlines in any environment

Professional Experience

National Rental Cars September 2022-Present

Customer Service Representative

- Improved customer satisfaction ratings by over 10% through solutions implemented based on customer data.
- Advise and review rental charges; provided accurate data to customers
- Engaged in face-to-face consultation with stakeholders to add value through product and service offerings.
- Drove customer satisfaction ratings up by 9 points by using customer data to transform branch operations.

Education

De Anza College 3.8 GPA

Business Administration for Transfer

2021-2022

San Jose State University 4.0 GPA

Bachelor of Science in Management Information Systems

August 2023- Present

Program Coursework

60 credits in core business courses, including Managerial Accounting, Financial Accounting, Micro+Macro Economics, Human Relations in the Workplace, International Business Management

Completed Courses related to Programming and Design, including Visual Basic. Net Programming, Business Programming

Special Projects

FAST program: Designed and executed a project relating to topics in chemistry, biology, physics, engineering, and data science with Stanford grads.

Project was based on Bacteria eating Plastic

Professional Skills

Technical Skills: Microsoft Office (Excel, Powerpoint, Word), Customer Service, Sales

Languages: Native fluency in English and Vietnamese

