

VERON LE

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EDUCATION

San Jose State University

B.S. in Management Information Systems | GPA: 4.0 | Gary J. Sbona Honors Program

San Jose, CA

December 2026

EXPERIENCE

Operations Assistant

TAL Education Group

August 2024 – Present

Cupertino, CA

- **Coordinate with the sales team** to build an understanding of regional demand for strategic decision
- Analyze daily operational tasks to **develop AI-driven solutions that reduce manual processing by 60%**, with implementation targeted for completion by the end of Q4 2024
- **Maintain effective communication** between the learning center and parents to provide information and address concerns in a timely manner

Project Manager Extern

Project Management Institute

June 2024 – July 2024

San Francisco, CA

- Conducted **4 key stakeholders interviews** to identify pain points and achieved **annual savings of \$9,000** by optimizing Asana, previously heavily underutilized
- Applied **SCRUM** to direct the development of optimization solution, **successfully achieved a 50% decrease of manual processing**
- Led the data analytics team to identify topic trends and interest **to increase event attendance rate by 30%**

Operations Analyst

Minh Viet Learning

September 2020 – December 2023

Remote

- Implemented an automation system for email and event reminders in Q4 2020, reduced **manual processing time by 40%** and improved **event attendance rates by 25%**
- Built a cross-functional relationships with the sales and data analytics team to better understand market demand, resulting in **30% increase in sales Q2 2021**
- Periodically updated the academy's student database of more than **10,000 records using Excel and Python**

Data Governance Intern

Fortrend Engineering

May 2023 – August 2023

San Jose, CA

- Delivered a **80% data optimization** through the resolution of data conflicts and consolidation of information into a **single system**
- Directed the automation of data cleaning processes using **Python** for over **27,000** drawing files
- Implemented data governance standards to maintain the integrity of database operations using **SQL Server Management Studio**

Information Technology Intern

City of Sacramento

September 2022 – January 2023

Sacramento, CA

- **Communicated effectively** with the end users to resolve the technical issues in a timely manner
- **Collaborated with Network and Security team** to enhance operational security measures, ensuring strong technology infrastructure management

PROJECTS

Image Recognition with AI | Convolutional Neural Networks, TensorFlow, Pytorch

September 2024

- Develop an AI model to automate grades input system and feedback at TAL Education Group
- Aim to automate 60% of the manual administrative work by using this model

Elevate Communities Hackathon | Data Scraping, Data Structures, Solution Integration

March 2024

- **Coordinated functional and technical teams** to design and implement a sustainable technology solution for non-profit organization UnCommon Law
- Awarded the **Outstanding Teamwork title** for exceptional team collaboration and leadership

CERTIFICATIONS AND SKILLS

Languages: Python, SQL (Postgres, Oracle), JavaScript, HTML/CSS

Network and Security: Juniper Network Certificate (JNCIA January 2024), Nmap, Wireshark, Kali Linux

Libraries: pandas, Numpy, Tensor Flow, Keras, Scikit-learn, Requests, BeautifulSoup, Selenium

Project Management Tools: SCRUM, Agile, Asana, Word, Excel, G-Suite, Salesforce