

KHANH LE

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OBJECTIVE

I am an adaptable and enterprising individual with solid industry background in customer service and technology. Always a student at heart, eager to learn to become the best version of myself. A creative problem solver who is driven to tackle difficult challenges and ready to overcome obstacles. Moreover, I intend to bring my passion for helping others, and to make things right. In addition to my hard-working ethics to enrich the customers' experience at HCSS.

EDUCATION

Associates of Applied Science, Houston Community College Expected 2023

Cumulative GPA: 3.4

Member of Computer Science Association

August 2020 - Present

High School Diploma, Kerr High School

August 2015 - May 2019

Cumulative GPA: 3.7

Member of Kerr Fitness Club

August 2016 - May 2019

SKILLS

Technical Skills	Microsoft Office, HTML, CSS, Javascript, ReactJs, and NodeJs
Soft Skills	Customer Service, Communication, Teamwork, and Critical Thinking
Languages	English and Vietnamese

EXPERIENCE

Target, Sugar Land August 2022 - Present
Guest Advocate *Houston, TX*

- Achieved 20% decrease in weekly store metrics, for time reduction for Drive-Up orders for over 300 orders and guests.
- Led a new systems of organization which resulted in an 15% improvement in customer satisfaction according to weekly surveys.
- Worked with the company's customer service model to meet and surpass customers' expectations and increase brand experience and sales.

Sam's Club, Katy August 2021 - July 2022
Front-Line Associate *Houston, TX*

- Handling over 200+ customer transactions a day, including all credit card/cash operations, and over \$500 worth of items in transactions daily.
- Provided support for other departments that were short-handed, such as helping cart attendants, pushing over 400+ carts to fill the hourly demand of cart quota.
- Informed over 100+ customers daily of potential discounts and upgraded an average of 5 customers membership daily.

Whiskey Cake Kitchen and Bar, Katy February 2020 - March 2021
Bar Help *Houston, TX*

- Coordinated with managers, kitchen staff, and security personnel to ensure fast and efficient service to customers.
- Responsible for stocking bars with liquor, beer, fruit, mixes, straws, napkins, ice, cleaning products all other products required in the day-to-day operation of the bar.
- Keeping the bar clean by wiping down surfaces, sweeping and mopping, removing soiled glassware, scrubbing coolers and storage areas, and emptying trash receptacles periodically.

PROJECTS

Portfolio Website. Built a website to record and document my projects of various languages by using ReactJS, NodeJS, as a base that will scale to include various other features such as a blog, OpenAI queries, and hosting web and server applications.

CERTIFICATIONS

The Complete 2022 Web Development Bootcamp September 2022

HONORS AND AWARDS

Dean's List Honoree, Houston Community College Spring 2022 - Present