

Kevin Vu

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EDUCATION

Computer Science BA

CTD Minor

University of Colorado Boulder

Boulder, CO

Expected Graduation Date May 2027

WORK EXPERIENCE

Hollister Sales/Stock Associate

10/23/22 - 05/23/23 Broomfield, Colorado

- Helping backstock/communicating with customers
- Assisting with opening and closing the store and cleaning
- Checking up and helping with customers' needs
- Maintaining the cleanliness of the store and organization
- Organizing the Stock Room

Wendy's Crew Member

07/23/23 - 08/16/25 Westminster, Colorado

- Learning to negotiate, assist, and interact with customers for front and drive-thru
- Maintaining the cleanliness of food stations, along with closing them for the night, and cleaning the store
- Prepping ingredients for the night and day
- Assisting with the needs of customers

IT Service Center Student Analyst

12/15/25 - Present Boulder, Colorado

- Provide IT support for campus faculty, staff, and students
- Manage and actively work on service tickets, phone calls, and help emails
- Identifying recurring issues and trends to improve documentation and update the database
- Communicate clearly and professionally via phone, email, and the ticketing system

ADDITIONAL EXPERIENCE

Flatirons Habitat For Humanity

09/14/23 - 10/14/23 Westminster, Colorado

- Volunteering and helping the community build homes for the less fortunate.
- Work with others collaboratively to set up equipment and organize a plan to build.

Skills/Hobbies

- Customer Service
- Fluent in Vietnamese
- Proficient in Excel
- C++
- Data Structures
- Windows
- VPN & Email Support
- Windows & macOS Troubleshooting
- IT Service Management (Ticketing Systems)
- Data and Security Compliance