

# **Kevin Vu**

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## **EDUCATION**

**Computer Science BA**

Boulder, CO

**CTD Minor**

Expected Graduation Date May 2027

University of Colorado Boulder

## **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