

Sana Khan

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EDUCATION

Bachelor's in Business Administration, Concentration HRM

San Jose State University, San Jose, CA

Anticipated - Dec 2021

Associates in Psychology

Los Positas College

June 2017-2019

EXPERIENCE

Khan Karahi Kabob| Manager | March 2017 – Present

- Delivering superior food and beverage service and maximizing customer satisfaction.
- Responding efficiently and accurately to restaurant customer complaints.
- Coordinating daily restaurant management operations.
- Maintaining safety and food quality standards.
- Training staff to follow restaurant procedures.

Macy's | sales Associate | November 2016- February 2017

- Selling floor stocked with merchandise for sales event.
- Training new employees in selling.
- Organized selling floor and stock area.
- Delivered outstanding customer service.

Stanford Health Care, Sports medicine clinic| Intern | September 2015-july 2016

- Provided admin support and acted as patient advocate.
- Assure appropriate verifications and authorizations are complete before patient sees provider.
- Took part in filing and organizational practices in clinics that supported the quality and efficiency of patient care.

PROJECTS

Annual Employee Survey, Qualtrics

- Created a survey using Qualtrics for job satisfaction and job commitment.
- Added rules and validations to questions ensuring a positive user experience.
- Generated a report based on results and presented it in csv file.

Data analysis and visualization, Python

- Analyzed the data (csv file) using Pandas in python.
- Implemented python code to visualize statistics and data.
- Generated graphs and relational plots by pulling out different data from the csv file.

Data handling, Tableau

- Created several graphs and charts to analyze sales metric in Tableau.
- Displayed various metrics to tell the story with the data.
- Created number of sheets with graphs (relational and categorical graphs).

SKILLS & HONOR

Team leadership | Performance management | financial records oversight | Employee relations
Training and developmental skills | teamwork and collaborations | Strong communication skills | multi-tasking skills | Decision-making skills

Languages: English, Urdu, and Pushto