

# **Gena Dao**

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## **EDUCATION**

University of Houston - Houston, TX  
*Bachelor of Science in Computer Science*

Expected: May 2021  
GPA: 3.7

Rutgers University - New Brunswick, NJ

September 2015–August 2018

## **RELEVANT COURSEWORK**

Introduction to Computer Science (Rutgers University)  
Computer Science & Programming  
Data Structures

## **EXPERIENCE**

### **Server**

February 2019–Present

Pluckers Wing Bar, Houston, TX

- Enhanced customer experience by multitasking in taking orders, food running, making drinks and bussing in fast-paced environment to keep up with demands efficiently
- Attentive of all guests in large dining area to ensure the highest customer satisfaction
- Effectively communicated and collaborated with coworkers and managers to maintain most excellent running order for restaurant

### **Postal Assistant**

February 2016–August 2018

Rutgers University Mailing Services, New Brunswick, NJ

- Handled consistent flow of customers with their concerns and needs to provide the best customer service
- Made sure that packages that came in were properly scanned and had no errors to keep post office running smoothly
- Quickly became adept at using mailing services computer system to track and locate packages

### **Receptionist**

June 2015–August 2015

Stillwater Nails Spa, Katy, TX

- Organized and maintained system for making appointments to keep salon on a timely schedule
- Provided customer service and information to clients about the spa treatments offered

### **Volunteer**

June 2014–August 2014

Seashore Gardens Living Center, Galloway, NJ

- Worked with recreation department to conduct large events to fundraise for and entertain residents
- Planned and conducted daily activities for senior residents and visitors to create fun and engaging environment
- Gained leadership and planning skills

## **SKILLS**

Proficient computer skills in C++, Java, Python, JavaScript, CSS, HTML  
Conversational in Vietnamese

## **ORGANIZATIONS**

Asian Business Student Association (ABSA)