

Lena Truong

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Education

California State University, Monterey Bay

Aug 2012 – Present

Bachelors of Science in Business Administration – Information Systems Focus

(Graduate May 2017)

Employment History

Student Assistant, the CSUMB Osher Lifelong Learning Institute

Sept 2014 - Present

- Collaborate directly with CSUMB OLLI director to support over 100 courses within the program
- Plan programs, run classes, and performs basic budgeting and cashiering

Student Assistant, CSUMB College of Extended Education –Noncredit Programs

Aug 2014 - Present

- Supports manager and system analyst on day-to-day task and projects
- General office duties: mailing, answering emails, copying, and reception work

Reception Desk Assistant, International Programs

May 2015 - September 2015

- Reception duties: answered calls/emails, greeted visitors and scheduled appointments.
- Helped international students through the process of applying to CSUMB.

Circulation Desk Assistant, CSU Monterey Bay Library

Aug 2013 – Sept 2014

- Assisted student and staff in finding books, answered phone calls, using Voyager system to manage books
- Used Library of Congress Classification system to organize book collection daily

Experience

Vice President of Information Systems Society (ISS)

Aug 2016 - Present

- Founding officer for ISS a club to inform, engage, and support business student in the info. systems (IS) concentration
- Work to help lower division confirm a concentration in business and assisted upper division students get internships and connect with IS business professionals

Tutor at Peacock Acres- Therapeutic Learning Center

Sept 2014- May 2016

- Tutored at-risk foster youth in the Salinas Valley in science, math, and reading
- Hosted educational programs to encourage students to seek higher education

Treasurer, Rotaract Club of CSU Monterey Bay

Jun 2015- May 2016

- Created annual budgets, managed club funds, and organized fundraisers for major causes
- Was instrumental in developing a sustainable financial recording system and a 501-(c)(3) status

President, Rotaract Club of CSU Monterey Bay

Apr 2014- Jun 2015

- Rotaract Club is a community service organization that is a part of Rotary International
- Organized community service events, ran meetings and oversaw the productivity of the board members and club

Academic Work/ Projects

Asset Inventory Management Systems

Sept 2016

Developed an Access based Asset Inventory Management system for the City of Monterey as a part of the Database Management (BUS469) course at CSUMB

- Used SQL and MS Access to create this database
- Collected data on all human capital and knowledge base assets in the Monterey County

Small Business Information System (SBIS) Software Solution

Jan 2016

Worked in a team project for Information Systems for Decision Making (BUS308) to create a SBIS solution for Verida Signs Studio.

- Collected data to invite all Monterey business to grand opening event
- Objective was to find who would attend the event and the best time and day to host the event
- Used excel to organize, analyze, and present the data

Annual Zumbathon Fundraiser for EndPolio

Apr 2015

- Lead the committee to organize a Zumba Marathon to raise funds to eradicate polio around the world
- Raised almost \$3000 for the PolioPlus Foundation

Skills

Technical Skills

- Visual Basic Applications (VBA)
- MS Access (SQL – Structured Query Language)
- SAS (Statistical Analysis System)
- Microsoft Office (Word, Excel, PowerPoint, Publisher)
- Mail Chimp
- Wordpress
- Proficient understanding of the following systems: Voyager, Hyperion, Jenzabar: Higher Reach, CMS

Other Skills

- Bilingual: English and Vietnamese
- Strong work ethic
- Able to collaborate with different people

Reference

- [Jennifer Stone](#)
College of Extended Education Programs Manager
(831) 582-4476
- [Michele Crompton](#)
CSUMB Osher Lifelong Learning Institute Director
(831) 582-4377
- [Shwadhin Sharma](#)
CSUMB College of Business - Assistant Professor
(831) 582-5276