

DUY TRAN

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SUMMARY	Motivated high school student with a strong customer service, leadership, and STEM background. Skilled at providing excellent customer service, communicating complex ideas in simple terms, mentoring students of all ages, and collaborating in fast-paced team environments. Proven success through DECA state qualification and award-winning robotics leadership. Passionate about technology, problem-solving, and delivering exceptional customer experiences.	
KEY SKILLS	<div><div><ul style="list-style-type: none">Customer Service & Sales SupportExplaining Complex Ideas in Simple TermsCommunication & Team Collaboration</div><div><ul style="list-style-type: none">Technical Troubleshooting (Hardware & Software)Leadership & TrainingProblem-Solving & Adaptability</div></div>	
WORK EXPERIENCE	<div><div>Shift lead - Cinnabon</div><div>Jun 2024 - Nov 2025</div><ul style="list-style-type: none">Trained new hires in food safety, customer service, and prep standardsDelivered excellent guest service and resolved customer concerns quicklySet sales records during peak holiday periods</div> <div><div>Robotics Club Mentor - McKnight middle School</div><div>Oct 2024 - Dec 2025</div><ul style="list-style-type: none">Mentored students in robotics design, programming, and teamworkGuided problem-solving during mockup competitions and practice sessionsTaught introductory coding and robotics concepts using Java and Autodesk Fusion.</div> <div><div>Internship - CS Study Buddies at Honeydew Elementary</div><div>Apr 2025 - Jun 2025</div><ul style="list-style-type: none">Introduced students to computing concepts and hands-on STEM activitiesSupported co-interns and teachers with troubleshooting/student engagementEncouraged engagement and curiosity in STEM learning environments</div> <div><div>Family First Community Center - Robotics Summer Camp</div><div>Jun 2025 - Aug 2025</div><ul style="list-style-type: none">Taught robotics to students K-12, adapting lessons by age and skill levelProgressed learners ranging from LEGO builds to coding and full robotsPromoted STEM engagement through hands-on learning and collaboration</div>	
ACTIVITIES & LEADERSHIP	<div><div>Hazen Robotics Club – Promotional Lead & Board of Directors</div><div>Aug 2023 - Present</div><ul style="list-style-type: none">Earned “Connect” Award for outstanding community outreach and engagementEarned “Think” Award for best crafted robotics engineering portfolioPromoted STEM initiatives and represented the club as a board director with a varsity letterLed outreach events in school, led to the club’s most successful year of member recruitment</div> <div><div>Renton School District: Computer Science Advisory</div><div>Nov 2025 - Present</div><ul style="list-style-type: none">Shared information and connected with other advisory board membersEstablished relations with professionals in CS field and associates of other school districts</div> <div><div>DECA – Team Entrepreneurship Decision-Making</div><div>Sep 2024 - May 2025</div><ul style="list-style-type: none">Partnered with teammate to analyze business case studies and present solutions to judgesAdvanced to state competition through teamwork, communication, and problem-solving</div> <div><div>Technical Support – Independent</div><div>2020 - Present</div><ul style="list-style-type: none">Built numerous custom desktop computers for friends and family based on individual needsProvided hardware and software troubleshooting, improving performance and usability</div>	
EDUCATION	<div><div>Student at Oliver M. Hazen high school</div><div>Aug 2022 - Present</div><ul style="list-style-type: none">Honors and AP coursework in English, Computer Science, History, and MathExpected Graduation: Jun 2026</div> <div><div>Running start student at Bellevue College</div><div>Sep 2024 - Present</div><ul style="list-style-type: none">Current GPA: 3.9</div>	