

# 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

- Customer Service & Sales Support
- Explaining Complex Ideas in Simple Terms
- Communication & Team Collaboration
- Technical Troubleshooting (Hardware & Software)
- Leadership & Training
- Problem-Solving & Adaptability

## WORK

### EXPERIENCE

#### Shift lead - Cinnabon

Jun 2024 - Nov 2025

- Trained new hires in food safety, customer service, and prep standards
- Delivered excellent guest service and resolved customer concerns quickly
- Set sales records during peak holiday periods

#### Robotics Club Mentor - McKnight middle School

Oct 2024 - Dec 2025

- Mentored students in robotics design, programming, and teamwork
- Guided problem-solving during mockup competitions and practice sessions
- Taught introductory coding and robotics concepts using Java and Autodesk Fusion.

#### Internship - CS Study Buddies at Honeydew Elementary

Apr 2025 - Jun 2025

- Introduced students to computing concepts and hands-on STEM activities
- Supported co-interns and teachers with troubleshooting/student engagement
- Encouraged engagement and curiosity in STEM learning environments

#### Family First Community Center - Robotics Summer Camp

Jun 2025 - Aug 2025

- Taught robotics to students K-12, adapting lessons by age and skill level
- Progressed learners ranging from LEGO builds to coding and full robots
- Promoted STEM engagement through hands-on learning and collaboration

## ACTIVITIES & LEADERSHIP

#### Hazen Robotics Club – Promotional Lead & Board of Directors

Aug 2023 - Present

- Earned "Connect" Award for outstanding community outreach and engagement
- Earned "Think" Award for best crafted robotics engineering portfolio
- Promoted STEM initiatives and represented the club as a board director with a varsity letter
- Led outreach events in school, led to the club's most successful year of member recruitment

#### Renton School District: Computer Science Advisory

Nov 2025 - Present

- Shared information and connected with other advisory board members
- Established relations with professionals in CS field and associates of other school districts

#### DECA – Team Entrepreneurship Decision-Making

Sep 2024 - May 2025

- Partnered with teammate to analyze business case studies and present solutions to judges
- Advanced to state competition through teamwork, communication, and problem-solving

#### Technical Support – Independent

2020 - Present

- Built numerous custom desktop computers for friends and family based on individual needs
- Provided hardware and software troubleshooting, improving performance and usability

## EDUCATION

#### Student at Oliver M. Hazen high school

Aug 2022 - Present

- Honors and AP coursework in English, Computer Science, History, and Math
- Expected Graduation: Jun 2026

#### Running start student at Bellevue College

Sep 2024 - Present

- Current GPA: 3.9