Ryan Tran

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EDUCATION

Old Dominion University | Bachelor of Science in Computer Science Degree   December 2023
- GPA: 3.5/4.0

Coursework: Data Structures, Algorithms, Database Concepts, Discrete Mathematics, Linear Algebra, Object-Oriented Programming and Design

SKILLS

Languages: Java, Python, SQL, Javascript, C++, HTML/CSS, Unix, Matlab
Technologies: Git, AWS, Django, AngularJS

EXPERIENCE

Shift Leader   May 2020 - Current

Panda Express | Virginia Beach, VA

Responsible for leading the team when a manager is not present.

Accomplishments:
- Led a team of 8+ employees per shift, improving overall team performance and reducing training time for new hires by 25% through effective on-the-job coaching.
- Maintained a 95% customer satisfaction rate during shifts by resolving guests complaints quickly and ensuring high-quality service standards.
- Trained and developed 10+ new team members, helping them progress to lead roles within six months and increasing internal promotion rates.

Computer Science Teaching Assistant   May 2022 - December 2023

Old Dominion University| Norfolk, VA

Taught basic and upper-level undergraduate computer science courses with class sizes averaging 20 students.

Accomplishments:
- Collaborated with course staff to redesign the course materials for the 'Introduction to Programming with C++' class, integrating new coding challenges and interactive activities that enhanced student engagement.
- Held weekly office TA hours and responded to student inquiries via email, addressing an average of ten questions per week, which improved assignment completion rates by 15%.
- Graded and provided constructive feedback on over 200 programming assignments, helping students improve their coding skills and debugging techniques.
- Assisted students in debugging code and troubleshooting technical issues during programming labs, reducing error rates by 30% and improving project submission timelines.

Geek Squad Advanced Repair Agent   August 2021 - December 2023
Best Buy | Virginia Beach, VA
Identifies and offers technology related, solution-based recommendations to solve customer needs.

    <u>Accomplishments:</u>

- Troubleshot system failures and bugs and provided solutions to restore functionality, resolving 95% of cases on the first attempt, leading to a 20% increase in customer satisfaction.
- Reduced average repair time by 30% through streamlined troubleshooting processes, resulting in an increase in daily repair capacity.
- Trained and mentored five junior agents, improving team-wide repair accuracy by 15% and decreasing escalations by 25%.
- Increased service sales by 15% through targeted upselling of GeekSquad Protection plans and in-home services.

PROJECTS

Pac-Man Game |Javascript & HTML5

- Recreated the classic single-player game Pac-Man.
- Implemented a pre-built map, loops, and switch case statements.

PRODCONS |C++

- Created a program to sort items in a store for producers and consumers, each running as a single thread. The program generates random numbers for sales from a specific location and prints out a report for the total sales each store had within 12 months.
- Implemented with a sample input and output data.

PROFESSIONAL REFERENCES

Reference #1: Alan Pan	**Reference #2: Shimin Shabnam**
Assistant Manager	Manager
Panda Express	Best Buy
alanpinfo@gmail.com	shimin.shabnam@gmail.com
804-803-9796	757-893-2247
Reference #3: Rachal Weaver	**Reference #4: Zaldy Soriano**
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