

Samuel Lahn

Professional Summary

Results-driven Information Systems student with a strong background in leadership, technical skills, and customer service. Known for excellent communication skills, the ability to thrive under pressure, and a talent for diffusing challenging situations with frustrated clients. Adept at merging business strategies with innovative IT solutions to drive organizational success.

Experience

1. Sandwich Artist

Subway, Provo, UT

2024 - Present

- Built strong relationships with customers, earning recognition from regular visitors across multiple locations.
- Maintained compliance with food safety protocols to ensure quality service.
- Thrived in high-pressure environments, delivering excellent customer service and teamwork.
- Effectively resolved customer concerns with professionalism and empathy, enhancing overall satisfaction.
- Contributed to a positive and collaborative work culture.

2. Full-time Missionary

Church of Jesus Christ of Latter-day Saints, Santa Ana, El Salvador

2022 - 2024

- Learned Spanish, enabling effective communication with individuals from diverse cultural and socioeconomic backgrounds.
- Designed and implemented community outreach programs, fostering engagement and mutual understanding.
- Led small teams of volunteers, demonstrating strong leadership and organizational skills.

- Developed teaching strategies that supported improved group learning outcomes.
- Strengthened ability to remain calm and effective in high-pressure, dynamic situations.

3. Landscape Care Technician

Self-Employed, Bountiful, UT

2016 - 2022

- Managed multiple landscaping projects, enhancing client property aesthetics and functionality.
 - Established a loyal client base through consistent quality and attention to detail.
 - Addressed client concerns efficiently, ensuring customer satisfaction and repeat business.
 - Self-sufficient in running all aspects of business operations, from budgeting to customer relations.
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Education

1. Brigham Young University

Provo, UT

2024 - Present

- Pursuing a degree in Information Systems Management, focusing on the intersection of business and IT.
 - Relevant coursework includes database optimization, network security, and systems efficiency analysis.
 - Currently working on a database project to streamline inventory management, aiming to enhance organizational productivity.
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Professional Skills

- **Proficient in Web Development:** Designed responsive websites using HTML, CSS, and JavaScript to improve user engagement.

- Expertise in Network Security: Ensured systems were secure and aligned with business strategies.
 - Advanced in Microsoft Software Suite: Created complex Excel models for data visualization and reporting.
 - Adept in User Interface Design: Focused on enhancing user experience through intuitive and modern designs.
 - Strong Professional Communication: Facilitated collaborations and improved team dynamics.
 - Thrives under pressure: Maintains composure and delivers results in dynamic or demanding situations.
 - Exceptional at resolving conflicts: Skilled in addressing client concerns calmly and effectively.
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Languages

- HTML, CSS, JavaScript
 - Python, SQL, VBA
 - Fluent in Spanish
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