



Sprint 1 Deliverable

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GitHub: <https://github.com/tamnle/resume>

University of Southern Mississippi
Class: CSS405
Instructor: Mrs. Lindy Lewis
Student: Tam Le

TAM LE

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Possess over 4 years of direct customer services within variety of major fields (waitress, tailoring, and cash register clerk), including almost 2 years in accounting field; well-versed in office and administrative assistant work, fast-learner and effective in multitasking; maintaining good communication skills in both teamwork and customers' services; passionate about analyzing data, and enthusiasm for team-building.

EDUCATION

Bachelor of Science in Business Administration in Accounting ♦ Anticipated Graduation: Fall, 2018
The University of Southern Mississippi, Long Beach, MS ♦ Phi Theta Kappa Honor Society

Bachelor of Science in Applied Computer Science ♦ Anticipated Graduation: Fall, 2020
The University of Southern Mississippi, Long Beach, MS

Associate of Arts GPA: 3.67 ♦ Graduated: December, 2016
Mississippi Gulf Coast Community College, Gulfport, MS ♦ Vice President List, Phi Theta Kappa Honor Society

TECHNICAL KNOWLEDGE

- Bilingual: fluent in both English and Vietnamese
- Proficient in both Windows OS and Mac OSX, Microsoft Office, POS system, Moroe System Calculator
- Associate with Accounting Softwares: HCA (Equivalent to QuickBook), and ProSeries (Tax Preparing)

PROFESSIONAL EXPERIENCE

Graves & Oberlies PLLC (October 2016 to Present) ♦ Bookkeeper & CPAs' Assistant

- Multitasking: bookkeeping, tax preparing, CPAs' assistant, administrative assistant, and front-desk duties
- Bookkeeping works: input monthly checks, reconcile monthly bank statements, and post monthly journal entries for: hotels, battery wholesaler, building contractors, clinics, beauty salon, and restaurants
- CPAs' assistant and tax-preparator work: familiar with tax payments and reports on www.dor.ms.gov and assist CPAs to prepare individual income tax through ProSeries
- Administrative works: organize files and folders monthly and annually, answer phone call and schedule appointments, receiving mails, maintaining and updating clients' information lists, preparing and sending annual holiday cards

Men's Wearhouse (April 2014 to October 2016) ♦ Professional Tailoring

- Minimal supervision, self-managed customers' pick-up schedules
- Prepared yearly alteration supplies' report and maintained monthly supplies' ordering forms
- High rated customer comments in providing good services and qualified alteration
- Multitasked: alteration works, checked defects or damage clothes, repaired sewing machines, and provided individual fitting services

Tokyo Express & Kim Long Restaurant (October 2013 to March 2014) ♦ Food Server/Waitress & Cashier

- Operated the frontline cash register, and prepared brief daily budget summaries
- Maintained inventory and reported the exact amount to supervisor for future supplies' orders
- Offered variable customer services: receive orders, provide suggestions, and serving in-and-out foods
- Maintained a positive atmosphere for customers and a productive environment for coworkers

Retrospective:

- Things happened as expected:

Because I have met Ms. Jona Burton several times before the class started to fix my resume, I did not have any problem with creating my resume. Moreover, I have finished and submitted everything before the deadline.

- Things went wrong:

The lack of computer science background caused myself some misunderstanding about the first sprint requirement. I did not really understand the progress of how to use sprint for planning and tracking on the project. I misunderstood about the sprint capacity, task lists and time estimates. Because the understanding was very unclear, I think I did it in an opposite way at first. Without the explanation of the instructor, I might turn in the wrong Sprint 1 Plan. Moreover, I uploaded my resume pdf file into the wrong branch on GitHub and need to re-uploaded two more times. Using GitHub is still very new for me, so it always consume much more time than my estimation.

- If I have a chance to redo it, I will change:

After finished Sprint 1 Plan, I'm having a better understanding about how to do the next sprint. So, if I needed to re-do this sprint in the future, there would be some changes that I want to adjust. First, I think it will be the better idea to finish one sprint set (sprint's minimum requirements, plan, and deliverable) in the same day. Second, since I am now feeling more comfortable to use GitHub, I think my time estimates will be more accurate than the first time.