

# Thanh Le

(209) 470-5073 | thanh.q.le97@gmail.com | [linkedin.com/in/thanh-q-le/](https://www.linkedin.com/in/thanh-q-le/) | [github.com/thanhle203](https://github.com/thanhle203)

**California State University Sacramento**

**August 2019 – December 2023 (Expected)**

Computer Science B.S., Mathematics Minor

## Skills

- Front-End: Html, CSS, JavaScript, Java, Python, XML, ReactJS, ThreeJS
- Back-End: Django, SQL, NodeJS, Prisma
- Databases: MySQL
- Tools: Git, GitHub, Jira, Numpy, Scikit-learn
- Interpersonal: Teamwork, Leadership, Independence, Communication, Flexibility, Dependability, Empathy, Active Listening, Patience
- Skills: Microsoft Office, Customer Service, Technical Diagnostics, Hardware Assembly

## Projects

### Tea Rex Website

**January 2023 – Present | Sacramento, CA**

- Developing a website alongside a team of 8 using ReactJS, TailwindCSS, Nodejs, and Prisma to replace the client's current website
- Implement a working Menu page where customers are able to add items to their cart
- Utilized a backend database which resulted in a decrease in loading times for the menu page by 20%
- Implemented a Shopping Cart Page and a Shopping Cart Button in the Navigation bar according to user surveys for customer convenience and experience

## Experience

### Fulfillment Associate at Lowe's

**July 2022 – Present | Rancho Cordova, CA**

- Increased customer satisfaction by 10% by providing customer assistance when customer arrives in store or calls the store for help
- Reduced the order completion time by 30% by using a personalized order management system
- Increased the frequency of 10s on surveys by 15% by problem solving customer issues
- Leading a team of 3 for large projects to complete them efficiently and effectively

### Student Assistant at CHHS

**September 2021 – August 2022 | Sacramento, CA**

- Completion of all projects in an efficient manner by utilizing the triage method
- Increase in student satisfaction by providing phone support and online support through dedicated support channel
- Increase in productivity in the IT department by assisting with various projects such as computer lab setup, removal of hard drives, and installation of new hardware.
- Use of Microsoft Excel to keep track of funds as well as donations and donor information.