

STEPHEN LEE

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EDUCATION

AUGUST 2016 - JULY 2020

INFORMATION SYSTEMS, SAN FRANCISCO STATE UNIVERSITY

- Overall GPA: 3.46, Dean's Honor List: Fall 2016, Spring 2017, Fall 2018, Spring 2019, Fall 2019
- Coursework: Building Business Applications, Information Systems Analysis and Design, Managing Enterprise Data and Networks, IT Project Management, Multimedia Business Application Development, Building Web Applications with Open Source Software

EXPERIENCE

FEBRUARY 2020 – APRIL 2020

SALES ADMINISTRATIVE INTERN, SSF IMPORTED AUTO PARTS

- Prospected, sourced, and qualified 200 leads weekly and presented findings to the sales team
- Utilized the company database, IBM AS/400, to handle customer data and fulfilled product orders for welcome and promotional kits

JUNE 2019 – AUGUST 2019

IT QUALITY ASSURANCE INTERN, STATE COMPENSATION INSURANCE FUND

- Assisted with the launch of the company website by conducting test cases to reduce the number of bugs and malfunctions for all devices and browsers
- Created, managed, and executed over 30 test scripts weekly that targeted bugs and updates for employee applications
- Evaluated, documented, and relayed test results and findings over to project developers and managers to make necessary modifications to the application according to the device and browser

OCTOBER 2016 – JULY 2018

SALES ASSOCIATE, BABIES R US

- Designated as shift lead and delegated tasks to the staff based on schedules and area of expertise
- Shifted floor layouts in accordance with products demand and sales
- Trained arriving and existing employees on updated store policies and incoming products
- Created innovative initiatives weekly to promote and improve sales and customer satisfaction

EXTRACURRICULARS

OCTOBER 2017 - PRESENT

ONLINE MARKETPLACE

- Completed over 150 transactions while maintaining a 4.9/5 customer satisfaction rating
- Generated over \$3000 in profit to help pay for school tuition and materials
- Conducted aftermarket research and analyzed market for competitive pricing on merchandise prior to listing

JANUARY 2016 - PRESENT

PRIVATE SWIM INSTRUCTOR

- Created weekly plans for specific clients based on experience, strengths, and weaknesses
- Managed over 5 clients weekly while maintaining a full-time student schedule

SKILLS

- Languages: HTML/CSS, JavaScript, SQL
- Technologies: Microsoft Project/Access, SAP ERP Sim, IBM AS/400, MongoDB, JIRA