

# STEPHEN LEE

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## EDUCATION

AUGUST 2016 - JULY 2020

**B.S. BUSINESS ADMINISTRATION – INFORMATION SYSTEMS**, SAN FRANCISCO STATE UNIVERSITY

- Overall GPA: 3.46
- 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

- Generated 200 leads weekly and presented findings to the sales team for further study on their qualities and their alignment with company qualifications.
- Utilized the company database, IBM AS/400, to handle customer data and fulfill 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 any 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 to 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 SHOP**

- Managed inventory, pricing, and customer relations over various platforms.
- Completed over 150 transactions while maintaining a 4.9/5 customer satisfaction rating.

JANUARY 2016 - PRESENT

**PRIVATE SWIM INSTRUCTOR**

- Catered 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, SQL, MongoDB
- Software: Microsoft Project/Access, SAP ERP Sim, IBM AS/400