

John X. Dinh

6263 Bustleton Avenue, Philadelphia, PA 19149
DinhJohnX@Gmail.com | 267.342.2891

EDUCATION

FOX SCHOOL OF BUSINESS, TEMPLE UNIVERSITY

Graduation: May 2019

Bachelor of Business Administration in Management Information System

Cumulative GPA: 3.1

Language: Fluent in English, elementary level proficiency in Vietnamese

Technology Skills:

Web Development:	HTML, CSS, PHP
Database Management:	SQL
Application:	Word, Excel, PowerPoint
Prototyping Tools:	Justinmind
Operating Systems:	Windows, MacOS, iOS, Android
Computer Repairs:	Desktop, Laptop, Smartphone, Tablet

WORK EXPERIENCE

Ape Tek Computers, Philadelphia, PA

General Manager

June 2015 – Present

- Analyze and determine key investments in inventory, infrastructure, and talent to regularly meet superior's goals.
- Nurture a fun, healthy and collaborative work culture that retains key employees and encourages professional development.
- Responsible for keeping up to date with the latest technology to address emerging market needs to ensure sustainability and growth for the business.
- Lead project management efforts to completion at a timely manner which increases profit and efficiency for 4 new stores.
- Took initiative to implement a new quality assurance protocol designed to reduce computer returns which increased profitability by 16% in one year.

Sales & Support Technician

June 2011 – June 2015

- Provided in-depth technical support and information on products and/or service that satisfied many customers in terms of quality, price, and deliverables.
- Conducted troubleshooting sessions with customers on the issue raised and provided various solutions to desktops, laptops, smartphones, tablets and security camera systems.
- Regularly met all established sales goals and frequently exceeded monthly sales goals by 5 to 10 percent.

New World Vision Center, Philadelphia, PA

June 2015 – July 2016

Intern

- Ensured accurate bonus distribution among the members in the sales team.
- Categorized merchandise such as frames and contacts by brand name and prescription strength.
- Designed and delivered newsletters of promotional deals and check-up reminders to drive sales and retain good business relationship with customers.

LEADERSHIP

Vietnamese Student Association (VSA), Philadelphia, PA

February 2017 – Present

Fundraising Co-chair

- Lead and implement fresh, new and improved events to promote a more fun culture within the organization.
- Actively recruit new members for the organization to assist the distribution of our fundraising products and activities.
- Collaborate with other team members to execute marketing strategies in raising awareness and branding of the organization.

ACTIVITIES

Association for Management Information Systems (AIS), Temple University

September 2017 – Present

National Association of Asian American Professionals (NAAAP), Temple University

February 2017 – Present