Max Khamp

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EDUCATION

Old Dominion University | Storme College of Business   **Norfolk, VA**

Bachelor of Science in Business Administration & Information Technology | GPA: 3.23.
- **Relevant Coursework:** Micro- & Macroeconomics, Calculus (Spring 2021), Financial Accounting, Computational Structures, Data Science, Business Analytics (Fall 2022)
- **Certificates:** Workplace Readiness CTECS (2019), CompTIA A+(2021), Google IT Support (2023)

WORK EXPERIENCE

University Village Bookstore   **Norfolk, VA**

IT Support/Sales   *December 2020- June 2021*
- Improved system uptime by 98%: Implemented proactive maintenance routine and troubleshooting procedures, minimizing downtime and ensuring smooth operations.
- Maintained accurate documentation: Document IT procedures, troubleshoot logs, and update system inventory records.
- Provided Staff workflow: Ensuring guidance to training staff members with new technologies and software.

Boeing   **Arlington, VA**

Data Science Internship   *May 2022- August 2022*
- Worked collaboratively with vendors: Liaise with external IT service providers to resolve complex technical problems and negotiate service contracts.
- Managed IT infrastructure: Maintain services, desktops prints, network equipment, perform software updates, and ensure data security.
- Analyzed large dataset using tools like Python libraries, SQL to uncover hidden patterns and trends.

Walmart Supercenter   **Harrisonburg/ Norfolk, VA**

Electronics Team Lead/ Stocker   *August 2019 - Present*
- Enhanced customer experience: Guiding customer assistance, leading to a 15% increase in customer base loyalty and overall satisfaction.
- Streamlined employee workflow: Developed and deployed a workflow allowing effective completion of tasks, and maintaining confidence among associates.
- Maintaining a high level of performance by going above and beyond in company standard.

LEADERSHIP EXPERIENCE & ACTIVITIES

Broadway High School Coding Club   **Broadway, VA**

Mentor, Instructor   *August 2019- June 2020*
- Promoted teamwork and unity within the club: fostered a positive and inclusive environment.
- Held leadership positions: Instructor for students, creating lesson plans.

Lions Clubs International   **Harrisonburg, VA**

Events Coordinator   *September 2018- Present*
- Spearheaded projects: Organized fundraising events, community service initiatives, or membership drives.
- Mentoring new members: Provided guidance and support to help them integrate and contribute.

SKILLS & INTERESTS

Computer: Java, Python, C++, Google Suite, Microsoft Office (Excel, Word).
Interests: Networking, Data Science, Information Technology, Computer Hardware, Project Management, Finance.