

KATHLEEN DANG

(619) 394-0260 | kathleend019@gmail.com | www.linkedin.com/in/kathleendang0715

EDUCATION

Bachelor of Science Degree in Business Administration

Emphasis: Human Resources Management

San Diego State University, San Diego, CA

Expected Graduation

December 2026

EXPERIENCE

Operations & People Analyst Extern, Amazon Fulfillment Center

(June 2026 - Present)

- Analyzing employee feedback to identify workforce attrition risks, productivity blockers, and key operational pain points within Amazon Fulfillment Centers
- Creating segmented cohort profiles using qualitative data analysis and thematic coding to surface challenges
- Developing briefing notes and strategy decks into actionable operational recommendations

Server & Expo, Ramen Nagi, San Diego, CA

(Sep 2025 - Present)

- Process 100+ customer transactions per shift while maintaining 100% accuracy in a fast-paced environment, reducing payment errors
- Coordinate communication between front and back of house, ensuring food delivery and accuracy
- Collaborating with a team of 10+ employees to resolve guest concerns and maintain efficient workflow during peak service hours

Human Resources Intern, Blackmont Consulting New York Branch

(Feb 2026 - May 2026)

- Screened 20+ resumes weekly and conduct structured interviews to assess candidate qualifications across multiple internship positions
- Coordinated interviews scheduling through Calendly and Microsoft teams, maintaining timely communication with candidates
- Ranked Top 3 in NY Office and Top 10% globally among 245 HR interns for recruiting performance and hiring outcomes

Digital Marketing & Research Intern, Martina Marketing, San Diego, CA

(Feb 2026 - May 2026)

- Conducted market research on women-owned businesses in San Diego to identify customer needs, industry trends, and market opportunities
- Analyzed competitor positioning and target audience insight to support branding development
- Assisted in planning and organizing website content and informational packets to improve user experience and align with the client's brand strategy

LEADERSHIP & INVOLVEMENT

Fashion Talent Show Coordinator, Asian Pacific Student Alliance at SDSU

(May 2025 - May 2026)

- Coordinated project timelines and logistics for a campus-wide event involving 100+ performers and multiple cross-functional teams
- Led planning meetings between committees to ensure timely completion of event deliverables
- Managed participant communications, scheduling, and operational logistics while supporting an event attended by 500+ guests

SKILLS

- **HR & Recruiting:** Resume Screening, Candidate Interviewing & Evaluation, Interview Scheduling
- **Software:** Google Workspace (Advanced), Microsoft Office (Beginner), Python (Currently Learning)
- **Design & Marketing:** Squarespace, Canva, Content Creation, Social Media Management, Market Research
- **Operations:** Event Coordination, Cross-Functional Collaboration, Project Management
- **Languages:** English and Vietnamese