

**EDUCATION:**

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

***Bachelor of Business Administration, Graduation: May 2016******Major: Business Management***

GPA: 2.78

**ACTIVITIES & AWARDS:**

- Member of the Recruitment Team in Temple's Student Government, September 2012- May 2013

**EXPERIENCE:**

CUBAN PETE's, Montclair, NJ

May 2013 - present

**Hostess**

- Provide customer service for a 100-seat, popular restaurant catering to the Cuban cuisine.
- Serve as a cashier on the register when needed, including, handling checks and processing to-go orders.
- Create strategies to combat issues in high pressure/stressful situations during busy days to ensure all customers have a great experience.

BEAUTIFUL BLOOMS, Philadelphia, PA

October 2013, December 2013

**Intern**

- Assisted in the business and designing aspects for event planning firm specializing in floral design, having an average of 15+ events a week.
- Completed daily tasks and projects within the office, helped organize the scheduling and office space, and prepared appointment portfolios for clients.
- Helped set up events; followed spreadsheets and diagrams to place proper design elements in the venue.

GAP, Montclair, NJ

May 2012 - August 2012

**Sales Associate**

- Provided customer service for one of the largest clothing retailer in the country, increasing customer reviews by 10%.
- Replenished the floor with new shipment to keep merchandise readily available to customers.
- Maintained representation of the store through visual presentation, utilized store promotions and met store goals daily.

REAL HOUSE WOMEN'S SHELTER, Montclair, NJ

September 2010- June 2012

**Volunteer**

- Assisted in daily operations in the office of a women's shelter, housing 20+ residents.
- Filed and organized documents, events, programs, and made schedules for residents.
- Created documents in Microsoft Office for the Director of the facility, such as: excel spreadsheets, schedules, signs and letters.

**SKILLS & LANGUAGES**

- Proficient in Microsoft Office, Google Docs, Prezi
- Basic conversational skills in Spanish

- Customer service, public speaking, organizational skills