

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2022

Major: Management Information Systems | **Minor:** International Business

Selected Courses: Cloud Architecture, Data Centric App Development, Fundamentals of Latin American Business, Integrative Business Application, Marketing Management, Web Service Management

TECHNICAL SKILLS

Web Development: HTML, JavaScript

Database Management: SQL, NoSQL

Project Management: Microsoft Excel, Microsoft PowerPoint, Microsoft Word

EXPERIENCE

Kelly Services, Philadelphia, PA

January 2023 – January 2024

Substitute Teacher

- Maintained a positive and structured learning environment by implementing effective classroom management techniques, fostering a conducive atmosphere for student learning and behavior management.
- Fostered open lines of communication with school staff, parents, and students, effectively relaying information, progress updates, and addressing any concerns to maintain continuity in education and promote a collaborative learning environment.
- Demonstrated the ability to quickly adapt to varying classroom dynamics, curricula, and student populations, ensuring smooth transitions and seamless instruction during teacher absences.

STARBUCKS, Philadelphia, PA

October 2019 – March 2020

Barista

- Performed customer service for multinational coffee chain serving 300+ customers daily
- Greeted customers and attentively listened to their orders to best accommodate
- Prepared and served drinks and foods according to company standards and health codes
- Administered cleaning in area belonging to café and maintaining the condiment bar to accommodate customers enjoying seating area

OLD NAVY, Hazleton, PA

April 2017 – August 2019

Sales Associate

- Performed customer service for clothing retail store serving 500+ customers daily
- Responded to customer's needs by greeting, helping them find items they wanted, and attending register to increase customer satisfaction
- Organized and replenished inventory on shelves for faster shopping experience
- Cleaned mess left behind by customers to make each shopping experience comfortable and enjoyable
- Translated for Spanish speaking customers to best accommodate their needs

SKILLS

Languages: Native Proficiency in Spanish

Certifications: Microsoft Office Specialist Excel Certification