

# Anna C. Galvan

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## OBJECTIVE

Highly motivated team player seeking to grow my knowledge through my curiosity within the field of computer science while simultaneously obtaining new learning experiences, growth, and leadership opportunities.

## SKILLS

- Java/JavaScript
- C/C++/C#
- Python
- Tailwind CSS
- Kotlin
- Teamwork
- Microsoft 365
- Attention to detail
- Debugging
- Problem-solving skills
- Communication skills
- Objected-oriented programming
- Working under pressure
- Learn new technologies

## EDUCATION

**Northeastern University London**

BSc (Hons) in Computer Science and Business Administration

**Expected July 2027**

## EXPERIENCE

**Build a bear-Salem, NH**

**06/25 – 08/25**

### ***Sales Associate***

- Creating personalised, memorable experiences for guests by guiding them through the bear-building process and fostering magical moments.
- Actively engaging with customers to provide warm, friendly service while meeting brand standards and ensuring a welcoming environment.
- Collaborating with team members to maintain smooth store operations, demonstrating reliability, adaptability, and strong teamwork skills.

**Bath & Body Works-Salem, NH**

**05/25 – 08/25**

### ***Sales Associate***

- Delivering exceptional in-store customer experiences by providing knowledgeable product recommendations and driving rewards program enrolment.
- Supporting merchandising initiatives through floorset execution, visual displays, and timely product replenishment to maintain brand presentation standards.

- Operating the cash register efficiently, ensuring accurate transactions and a seamless checkout process.

**Starbucks-Hinsdale, IL**

**07/23 – 08/24**

***Barista/Barista Trainer***

- Creating interactive training sessions for new baristas, focusing on customer service, brewing techniques, and brand standards.
- Fostering a culture of continuous improvement and encouraging skill development through a supportive team environment.
- Providing friendly, personalised customer service that promotes positive experiences and loyalty.
- Expert knowledge of menu items and coffee brews, tailoring recommendations to meet customers' needs.
- Maintaining composure and efficiency in a high-volume setting while multitasking and prioritising under pressure.
- Upholding high standards of cleanliness, organisation, and professionalism in a fast-paced working environment.

**Hollister-Oakbrook, IL**

**03/22 – 04/24**

***Sales Associate/ Customer Service***

- Providing exceptional customer service by assisting in product selections, processing transactions, and offering knowledgeable support.
- Maintaining sales floor standards by replenishing merchandise and ensuring a positive shopping environment.
- Supporting daily store operations and marketing campaigns, including inventory handling and visual merchandising.
- Meeting sales goals using internal tools for shipping, product placement, and item inquiry.
- Fostering a team-building environment by sharing knowledge, assisting colleagues, and communicating effectively with diverse customers.

**ACHIEVEMENTS**

An employee of the month (Hollister)

**09/22**

Starbuck Coffee Master

**06/24**

**GDPR STATEMENT**

This CV can be shared and/or stored for recruitment purposes