

Angel Aurelio Rivas Larios

South Gate, California

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## **Education**

Bachelor of Science, Computer Science

California State University, Dominguez Hills | Expected Graduation: May 2026

## **Technical Skills**

Programming: Java, C++

Web Development: HTML, CSS, JavaScript

Other: Data Structures and Algorithms

Tools: VS Code

## **Experience**

Barista, Tierra Mia | September 2022 - Present

- Delivered high-quality service in the company's busiest location, assisting an average of 300 customers per shift while maintaining speed and accuracy in a fast-paced environment.
- Resolved customer concerns under pressure by actively listening, providing quick solutions, and ensuring a positive experience, which encouraged repeat business and strong customer loyalty.
- Prepared and customized beverages according to detailed recipes and special requests, ensuring consistency and quality while reducing order errors.
- Trained and mentored new team members on store procedures, customer service standards, and safety protocols, improving team performance and operational flow.

Package Handler, Amazon | November 2020 - May 2022

- Processed and organized an average of 200 packages per hour by efficiently scanning, sorting, and loading shipments, consistently meeting demanding productivity and accuracy KPIs.
- Maintained a 99%+ accuracy rate in package labeling and routing, minimizing delays and ensuring on-time delivery to customers.
- Adapted quickly to changing workloads and peak holiday demands, demonstrating reliability and strong work ethic in a high-pressure environment.
- Collaborated with a team of 20+ to streamline workflow strategies, enhancing speed and reducing bottlenecks in the distribution process.

Cashier and Stocker, Best Market | September 2019 - November 2020

- Assisted an average of 200 customers per shift with purchases, returns, and inquiries, consistently providing efficient, friendly service that improved customer satisfaction.
- Operated cash registers and processed cash, card, and digital payments accurately, balancing tills at the end of each shift with zero discrepancies.
- Monitored and restocked inventory of 300+ products, ensuring shelves were organized, visually appealing, and fully supplied for customers.
- Collaborated with a team of 7 to maintain store cleanliness, coordinate restocking efforts, and support smooth daily operations.