

Aridsondez Jerome

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EDUCATION

University of Central Florida (UCF)

Bachelor of Science in Computer Science

Orlando, FL

Expected Graduation: May 2026

WORK SUMMARY

Customer-focused student with over 3+ years of part-time experience in retail, technical support, and mentoring roles. Proven ability to provide excellent service, communicate effectively with customers, and solve problems in fast-paced environments. Seeking to leverage my experience to contribute to Best Buy's customer experience team

WORK EXPERIENCE

Bakery Clerk | *Publix Super Markets Inc*

August 2020 - Present

- Unloaded and organized up to **5,000 lbs** of inventory from delivery **trucks** weekly, ensuring products were stocked efficiently and shelves were ready for customers, contributing to a **20% improvement** in store speed
- Provided support to **50+ customers** daily by answering questions, assisting with purchases, and resolving issues, resulting in consistently high customer satisfaction ratings
- Worked in a fast-paced environment, ensuring that products were properly rotated and **restocked according to store protocols**, improving product visibility and customer satisfaction
- Demonstrated strong teamwork skills by collaborating with colleagues to ensure efficient operations.

Seasonal Sales Advisor | *Best Buy*

September 2024 – Present

- **Accomplished** high sales targets by engaging with customers, recommending products, and closing sales, contributing to a **15% increase in revenue** during the holiday season.
- Streamlined inventory management by efficiently restocking shelves and maintaining organized displays, ensuring seamless shopping experiences during peak hours
- **Collaborated** with team members to implement promotional strategies and exceed daily sales goals, leading to the store's highest seasonal performance

Fitness Attendant | *University of Central Florida Recreational Wellness Center* December 2022 – November 2023

- Demonstrated strong teamwork skills by collaborating with colleagues to efficiently manage daily operations, resulting in a 10% improvement in response time for assisting gym members
- Assisted **50+ gym members weekly** with equipment usage and fitness routines, enhancing their workout experience and increasing overall member **satisfaction by 15%**
- Ensured a safe and welcoming environment by actively monitoring facilities and enforcing safety rules, **reducing rule violations by 20%**

LEADERSHIP

NSBE Mentor – UCF Chapter |

January 2024 - Present

- Mentored 10+ first-year engineering students, providing guidance on academic success and professional development, improving their academic performance

Tutor | *University of Central Florida*

December 2023 - September 2024

- Tutored 20+ students in subjects like Calculus and Computer Science, resulting in improved test scores for 80% of students

SKILLS

Customer Service: Problem resolution, interpersonal communication, cash handling, conflict resolution **CPR CERTIFIED**

Technical: Python, React, C++, SQL, Mobile App Development, Data Analysis

Teamwork & Leadership: Mentoring, team collaboration, project management