**Education**

**St. Cloud State University**  
**Major:** Software Engineering  
**Expected Graduation:** Fall 2025

**Summary**

Highly motivated and bilingual (French) software engineering student at St. Cloud State University seeking a challenging position to leverage my skills and contribute to a dynamic team. Proven experience in customer service, training, and extracurricular involvement. Strong passion for problem-solving, collaboration, and effective communication. Proficient in bridging cultural gaps in diverse work environments and ensuring exceptional client satisfaction.

**Work Experience**

**KVSC 88.1FM - Music Director**  
*St. Cloud, MN*  
*May 2024 – Present (Part-time)*

* Reviewed new arriving music and maintained communications with music labels.
* Determined KVSC's music rotation, ensuring a diverse and engaging playlist.
* Oversaw assistants within the department, delegating responsibilities among staff.
* Oversaw production of various radio programs ranging from music reviews to traditional radio music shows

**Starbucks - Barista Trainer**  
*Saint Cloud, MN*  
*June 2022 – May 2024*

* Directed specialized training sessions for incoming baristas, emphasizing mastery of coffee brewing techniques, enhancing customer engagement tactics, and optimizing store operational procedures; achieved a 20% improvement in average customer service ratings and a 10% decrease in order fulfillment time.
* Instituted a continuous support system, elevating staff competency and service consistency.
* Managed inventory and supply procurement, ensuring seamless store functionality.
* Cultivated an inclusive workplace, enhancing team morale and customer satisfaction.

**Starbucks - Barista**  
*Edina, MN*  
*November 2020 – June 2022*

* Crafted and served an array of beverages, maintaining high standards of quality and service.
* Upheld store cleanliness and organization, contributing to an inviting customer environment.
* Excelled in customer service, resolving inquiries with a focus on customer loyalty.

**Braemar Golf Course - Player Services Representative**  
*Edina, MN*  
*August 2020 – December 2020 (Seasonal)*

* Facilitated golfer check-ins, equipment rentals, and provided course guidance.
* Managed tee time scheduling, optimizing course flow and golfer experience.
* Addressed and resolved customer concerns, ensuring a positive golfing experience.

**Ski Jammers Ski + Snowboarding School - Snowboard Instructor**  
*Bloomington, MN*  
*Winter Seasons 2018-2020*

* Delivered personalized snowboarding instruction, adapting to diverse skill levels.
* Prioritized safety and enjoyment, fostering a supportive learning atmosphere.
* Developed and implemented lesson plans, promoting skill development and safety awareness.

**Skills**

* **Programming Languages:** C++, C, C#, Python, HTML, CSS, and SQL
* **Proficient in:** Microsoft Office Suite, Unity, Linux, and Most IDEs
* **Soft Skills:** Excellent customer service and interpersonal skills, strong communication and teamwork abilities, detail-oriented and organized, adaptable to fast-paced environments, creative problem-solving skills
* **Bilingual:** French

**Volunteer Experience**

**Mt. Olivet Lutheran Church**

* Cathedral of the Pines Camp Work-staff - Summer 2018 and 2019
* Cathedral of the Pines Camp Counselor - Summer 2019 and 2020

**Extracurricular Activities**

* **Theater Program, SCSU:** Lead roles in "Vampire Lesbians of Sodom" by Charles Busch and "Leveling Up" by Deborah Zoe Laufer.
* **SCSU Radio Station KVSC:** DJ Host providing entertainment and music to listeners. Assisted with station operations and promotion of shows.