

# Carolina Rodriguez

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## EXPERIENCE

December 2024 – Present

**Emancipet Clinics– Austin, TX – *Veterinary Technician***

- Provide high-volume client check-in and check-out services with empathy and efficiency, ensuring smooth clinic operations for underserved communities, including unhoused populations.
- Communicate clearly and compassionately with clients to gather and relay medical information to veterinarians, ensuring accurate service delivery.
- Support medical staff in exam rooms and post-surgery recovery, monitoring vitals, administering vaccines, and assisting with urgent cases requiring elevated care.
- Maintain calm and professional demeanor in a fast-paced, high-stress environment while prioritizing patient and client safety.
- Recognized for exceptional client engagement and trust-building, generating over \$10,000 in donations within one year.

June 2021 – April 2023

**CDK GLOBAL – Austin, TX – *Software Engineer***

- Developed and maintained SOAP API integrations for automotive OEMs and third-party lead providers, ensuring seamless data flow within lead management systems.
- Analyzed technical documentation to extract key requirements and optimize integration processes.
- Partnered with database engineers to plan and execute critical inserts and updates for each integration.
- Supported internal teams and external partners with clear communication and troubleshooting.

March 2016 – February 2021

**Starbucks, Miami, FL – *Shift Supervisor***

- Successfully managed and motivated a team of baristas, fostering a positive working environment and maintaining high standards of service, even during periods of high stress.
- Led team training sessions for new team members, enhancing their product knowledge and service skills.
- Proficiently managed inventory, order processing, and cash handling, ensuring operational efficiency and cost control.
- Collaborated with management to implement promotions and marketing initiatives, contributing to increased sales and customer engagement.
- Supervised and executed weekly deep cleans to ensure the store and its equipment met and maintained quality standards.

## SKILLS

Active listening

Effective communication skills

Compassionate

Team collaboration

Conflict resolution

Problem solving

Adaptability in high-stress, fast-paced environments

Technical proficiency

## LANGUAGES

English

Spanish

## EDUCATION

**Florida International University,**  
Miami — *English, Computer Science*