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| Mayah Delva | 107 Summerglow Ct  Cary, NC 27513  **(908) 838-5333**  **mdelva2016@gmail.com** |
| EXPERIENCEJC Penny Co Inc, Raleigh,NC — *Sales Associate*October 2016 - January 2017 Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Trained new employees. Worked as a team member performing cashier duties, product assistance and cleaning. Kept the sales floor, dressing rooms, and work areas neat and clean. Infinite Cheer and Dance, Apex,NC — *Coach/Coordinator*August 2017 - May 2018 Remained up-to-date on gym policies regarding tuition payments and extra expense collection. Worked with multiple teams and parents relaying messages and organizing and managing gym events. Maintained gym keeping the bathroom and performance floor clean weekly and after events. Blue Cross and Blue Shield, Remote — *Customer Service Rep.*July 2018 - June 2019 Ability to navigate through multiple computer applications with speed and accuracy. Ability to work with customers to resolve inquiries. Processed premium payments for coverage. Discussed benefits and claims. Found providers that were covered under the members plan. Provide troubleshooting assistance to customers. Maintain a high level of world class customer service/professionalism to a wide range of customers. EDUCATIONUnion County Magnet Vocational Technical School-Allied Health, Scotch Plains, NJSeptember 2014 - June 2015 Moved to North Carolina after freshman year. Green Hope High School, Cary, NC — *High School Diploma*August 2015 - June 2018 Began sophomore year and completed high school at this location. University of North Carolina-Greensboro, Greensboro, NCAugust 2018 - May 2019 Began college here and transferred due to extenuating circumstances. Wake Technical Community College, Raleigh, NCAugust 2019 - PresentPrinciples, Statistical and Computational Tools for Reproducible Data Science (Harvard Edx Course) March 2020-July 2020 | PERSONAL SKILLS  * Strong organizational skills. * Well versed in conflict resolution. * Memorization. * Active Listening.  WORK SKILLS **Advanced communication skills.**  **Deadline driven.**  **Problem Solver.**  **Excellent Customer-Client relation**  **Work well under pressure**  **Bookeeping**  **Administrative Task**  **Relevant Details**  **Efficient in basic accounting practices (balance sheet, equity, income stament preparation, etc.)** |