**SKILLS**

5+ years of customer service experience

3+ years of retail experience

3 years of office experience

3+ years of working in fast-paced working environments

3+ years of experience with Microsoft Office products, equivalent Google products, and other learned other systems of business operations quickly

**EDUCATION**

**Lone Star College North Harris, Houston, Texas**

Associates of Science

Dec 2021

Cumulative GPA: 3.56

**Cullen College of Engineering, University of Houston, Houston, Texas**

Bachelor of Science in Computer Engineering

Expected Graduation: May 2026

Cumulative GPA: 4.0

**WORK EXPERIENCE**

**Strategic Staffing Solutions, Houston, Texas**

May 2021 – June 2024

Service Delivery Specialist

* Started as an intern my first 6 months and transitioned to full time, learning all the business practices of staffing.
* Responsible for all onboarding and offboarding of consultants from a wide market consisting of Houston, Florida, Dallas, California, and some international places like Canada, Philippines, Lithuania, and Poland.
* Daily workflow consisted of working in and out of an applicant tracking system, Trackerrms, a proprietary customer tracking system, and custom-made spreadsheets in excel.
* Communication was key in my role, almost always I would have to triple check statuses of consultant’s onboarding, as the deadlines were within a week or a few days.
* Created an onboarding tracking spreadsheet that is still being used in the company after I left in June 2024.
* Successfully handled a 40+ consultant transfer from different suppliers at Chevron to S3. Had to speak daily with many individual business owners and CEO/business leaders of different supplier companies.

**Rooms To Go, Houston, Texas**

May 2018 – June 2021

Porter/Cleaner

* Daily workflow consisted of cleaning the store from open and throughout the day, loading up bedroom sets when customers bought them, and moving furniture around the store for display.
* Cleaned the restrooms, the perimeter of the store outside, sweeping, vacuuming, mopping, dusting, window wiping, and repeating this process with the sister store, Patios To Go next to the main store.
* Fridays consisted of a 14hr shift where the major difference was unloading the delivery truck.
* Maintained the cleanest store in the Greater-Houston region with a 3-person team.