

Eric Ayala

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Education

California State University, Fullerton

Bachelor of Science in Computer Science

Expected Graduation: [May, 2027]

Transferred from Pasadena City College – Fall 2024

Experience

The UPS Store – [Arcadia, California]

Customer Service Associate

August 2021 – Present

- Process shipments for domestic and international delivery, ensuring accuracy and compliance with shipping regulations
 - Handle returns, exchanges, and customer inquiries with a focus on efficiency and professionalism
 - Manage point-of-sale transactions, balance cash drawers, and provide daily reporting
 - Assist customers with various technology-related issues, including printing, scanning, and troubleshooting device connectivity
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Skills

- Programming Languages: C++, Python, Java , Html, Css, Javascript, Assembly
- Tools: Git, Visual Studio, Linux, Clion
- Communication and customer service
- Problem-solving and troubleshooting

