

## Melissa De Jesus

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(954) 899-2431

### EXPERIENCE

#### Operations Support Analyst – MedPro Healthcare staffing, Sunrise, FL

*October 2022 – August 2023*

- ❖ Created reports, dashboards, and assisted users with better visibility of their individual workload and dashboards
- ❖ Assisted in automated processes to streamline report time and enhancement
- ❖ Handled Helpdesk tickets via Salesforce– problem solved user issues and assisted in report writing

#### Digital Intern – Gemaire Distributors LLC, Deerfield Beach, FL

*May 2022 – September 2022*

- ❖ Call center agent that worked with a team of five people responsible for both inbound & outbound calls
- ❖ Answering approximately 200+ calls per week and growing customer engagement from 20% to 45%
- ❖ Assisted with clerical tasks, creating scripts, and managing client emails

#### Volunteer – Non-Profit – In Jacob’s Shoes, Margate, FL

*May 2022 – September 2022*

- ❖ Sorted and distributed goods to disadvantaged families
- ❖ Kept facilities organized, clean, and maintained to meet the program's needs
- ❖ Assisted with clerical tasks

### EDUCATION

#### Bachelor of Arts: Multimedia

**Florida Atlantic University, Boca Raton, FL**

*Graduated May 2022*

- ❖ 3.4 Cum Laude
- ❖ Minor in Management Information Systems.
- ❖ Relevant Completed Coursework: Intro Computer System Software Development, AP Computer Science Principles, Management Information Systems, Advance 3-D Modeling, and introduction to Programing in C

#### Web Specialist

**Broward College, Davie, FL**

*Currently Ongoing Education*

- ❖ Relevant Completed Coursework: Adobe Photoshop, Web Authoring (HTML/ CSS), CompTia Project Management, CompTia Networking +

### SKILLS

- ❖ Skilled in HTML and CSS
- ❖ Working knowledge of JavaScript and Java.
- ❖ Customer Retention and Engagement.
- ❖ Problem Solving and flexibility to service client needs.

### CERTIFICATIONS

- ❖ **Licensed Adobe Dreamweaver – CC 2015**
- ❖ **Licensed Adobe Photoshop – CC 2015**
- ❖ **Google UX Design – CC 2023**