

# MASON MAGLALANG

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## EDUCATION

The University of Texas at Austin	Full-Stack Web Development Certificate	Aug. 2022
Austin Community College District	Associate of Arts, General Studies	Dec. 2021

## EXPERIENCE

**Hyde Park Gym – Hospitality Professional;** Austin, TX Aug. 2020 – Present

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process
- Maintained financial accuracy by collecting deposits, fees and payments, processing changes and issuing receipts
- Confirmed relevant guest information and payment methods to prevent fraud
- Oversaw fast-paced front desk operations at busy gym facility with as many as 200 nightly guests
- Used quick response and dynamic service skills to build relationships with patrons, improving customer retention rate

**Chick-Fil-A – Cook;** Austin, TX Jan. 2020 – July 2020

- Prepared cooking supplies, ingredients and workstations when opening and closing kitchen
- Prepared identical meals numerous times daily with consistent care, attention to detail and quality.
- Received food orders in a high-pressure environment and cooked items quickly to complete the entire order and serve hot

**Hitch – Brand Ambassador;** Austin, TX Sept. 2019 – May 2020

- Communicated product value, quality and style to educate and entice potential customers
- Set up and broke down promotional booths and tents, talked to potential customers and provided insight for successful promotional events
- Coordinated and participated in promotional activities and trade shows

**Abuelo's Mexican Restaurant – Cook/Expeditor;** Plano, TX May 2019 – Aug. 2019

- Prepared cooking supplies, ingredients and workstations when opening and closing kitchen
- Produced over 80 Mexican dishes per day and maintained near-perfect customer satisfaction scores
- Maintained well-stocked stations with supplies and spices for maximum productivity
- Communicated closely with waiting staff to fully understand special orders for customers, including those with food allergies and gluten intolerance
- Changed and sanitized all cutting boards, benches and surfaces between tasks to avoid cross-contamination

**Cowboys Fit – Member Service Representative/Daycare Attendant;** Frisco, TX May 2017 – Aug. 2018

- Successfully handled high volume of inbound calls while representing offerings such as memberships, services, and seasonal deals
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Maintained clean, organized and well-stocked member service area
- Successfully handled and cared for up to 30 children at once
- Provided a safe and inclusive environment for all children

## LEADERSHIP EXPERIENCE AND ACTIVITIES

**Peer Assistance & Leadership - Mentor** Aug. 2014 – May 2018

- Fostered meaningful relationships among students
- Tutored struggling students individually and in small groups to reinforce learning concepts
- Organized and guided team-building activities for students
- Cultivated connections and strong student rapport to foster classroom engagement

## ADDITIONAL INFORMATION

**Skills:** HTML, CSS, JavaScript, React, Node, Express, Sequelize, Handlebars, MySQL, NoSQL, MongoDB, MongoDB Compass

**Interests:** Competitive weightlifting, photography, writing

**Work Eligibility:** Eligible to work in the U.S. with no restrictions