

# MASON MAGLALANG

MasonMaglalang1@gmail.com

5707 Gloucester Ln • Austin, TX 78723 • (402) 937-4875

## 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

<b>Hyde Park Gym</b> – <i>Hospitality Professional</i> ; Austin, TX	Aug. 2020 – Present
<ul style="list-style-type: none"><li>Successfully handled high volume of inbound calls while representing offerings such as memberships, services, and seasonal deals</li><li>Conferred with customers about concerns with products or services to resolve problems and drive sales</li><li>Maintained financial accuracy by collecting deposits, fees and payments, processing changes and issuing receipts</li><li>Confirmed relevant guest information and payment methods to prevent fraud</li><li>Oversaw fast-paced front desk operations at busy gym facility with as many as 100 nightly guests</li><li>Used quick response and dynamic service skills to build relationships with patrons, improving customer retention rate</li></ul>	
<b>Chick-Fil-A</b> – <i>Cook</i> ; Austin, TX	Jan. 2020 – July 2020
<ul style="list-style-type: none"><li>Prepared cooking supplies, ingredients and workstations when opening and closing kitchen</li><li>Prepared identical meals numerous times daily with consistent care, attention to detail and quality.</li><li>Received food orders in a high-pressure environment and cooked items quickly to complete the entire order and serve hot</li></ul>	
<b>Hitch</b> – <i>Brand Ambassador</i> ; Austin, TX	Aug. 2019 – Aug. 2020
<ul style="list-style-type: none"><li>Communicated product value, quality and style to educate and entice potential customers</li><li>Set up and broke down promotional booths and tents, talked to potential customers and provided insight for successful promotional events</li><li>Coordinated and participated in promotional activities and trade shows</li></ul>	
<b>Abuelo's Mexican Restaurant</b> – <i>Cook/Expeditor</i> ; Plano, TX	May 2019 – Aug. 2019
<ul style="list-style-type: none"><li>Prepared cooking supplies, ingredients and workstations when opening and closing kitchen</li><li>Produced over 80 Mexican dishes per day and maintained near-perfect customer satisfaction scores</li><li>Maintained well-stocked stations with supplies and spices for maximum productivity</li><li>Communicated closely with waiting staff to fully understand special orders for customers, including those with food allergies and gluten intolerance</li><li>Changed and sanitized all cutting boards, benches and surfaces between tasks to avoid cross-contamination</li></ul>	
<b>Cowboys Fit</b> – <i>Member Service Representative/Daycare Attendant</i> ; Frisco, TX	May 2017 – Aug. 2018
<ul style="list-style-type: none"><li>Greeted guests at front desk and engaged in pleasant conversations while managing check-in process</li><li>Maintained clean, organized and well-stocked member service area</li><li>Successfully handled and cared for up to 30 children at once</li><li>Provided a safe and inclusive environment for all children</li></ul>	

## LEADERSHIP EXPERIENCE AND ACTIVITIES

<b>Peer Assistance &amp; Leadership</b> - <i>Mentor</i>	Aug. 2014 – May 2018
<ul style="list-style-type: none"><li>Fostered meaningful relationships among students</li><li>Tutored struggling students individually and in small groups to reinforce learning concepts</li><li>Organized and guided team-building activities for students</li><li>Cultivated connections and strong student rapport to foster classroom engagement</li></ul>	

## 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