**Melissa Torres**

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# EDUCATION

College of Technology, University of Houston, Houston, Texas

# Bachelor of Science in Computer Information Systems August 2016- Spring 2018

Houston Community College, Houston, Texas August 2014-Spring 2016

# HONORS AND AWARDS

Employee of the Month Justice Galleria, Summer 2015

Employee of the Month Crown Plaza, Fall 2014

# EXPERIENCE

**Lead Style Advisor** February 2016 – Present

Justice Galleria, Houston, Texas

* Managed and handled up to $2,000 in cash and credit card payments to ensure accountability of daily funds
* Trained 5-10 associates on customer service and selling procedures in order to improve daily sales
* Responded to customer service inquiries and issues to maintain customer satisfaction and loyalty
* Set up marketing and Floor Sets to keep up with seasonal promotions

# Sales Associate January 2015– February 2016

Macaron by Patisse, Houston, Texas

* Trained two new employees on opening and closing procedures and store policies
* Assisted with out-of-state shipping orders in order to maintain accurate records of sales
* Organized catering orders by dates and times of pick-up to ensure timely delivery and decrease product waste
* Prepared weekly employee schedule to monitor employee time and accurate payroll
* Managed wedding consultations to understand client needs and provide them with adequate solutions
* Assured outstanding customer service to customers

# Hostess

# Crown Plaza Hotel, Stetsons Restaurant, Houston, Texas February 2014- January 2015

# Served and waited 2,000-3,000 guest during Rodeo season in order to keep clientele

# Seated and managed to-go orders for 200-300 military recruiters a week

# Reserved parties for up to 20-30 guest for OTC convention

# Delivered room service to guest to ensure guest needs being full field

# Trained four new employees on opening and closing procedures

# ACTIVITIES

Texas Children Hospital May 2015- January 2016

* Worked with a team of two to clean the visiting Room Ronald McDonald house to ensure sanitary environment for patients and family members
* Visited children on the In-patient, Out-patient Oncology floor to interact with them as they were confined to their floor

Houston Food Bank, Volunteer Food Packer

* Packed food for 50-100 homeless people.

Neal Hamil Modeling Agency

* Attended commercial print modeling classes to improve communication skills
* Acted out scripts to promote cosmetic products

# MISSO Member, Operations committee

# Assisted in setting up food for professional meetings in MISSO to maintain adequate organization when checking in members

# SKILLS

Microsoft Office, catering skills, selling strategies, management skills, fluent in English, Spanish, beginner level Italian