

# Roselisanny Zapata

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## RELEVANT SKILLS

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- **Languages:** Fluent in oral and written Spanish
- **Software:** Proficient in Microsoft Office Suite (Access, Excel, Outlook, PowerPoint, and Word)

## EXPERIENCE

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**Old Navy, Yonkers, NY**

November 2011 – February 2012

*Stock Associate*

- Arranged merchandise in appropriate sections by size, resulting in customer finding items quickly.
- Addressed customers' inquiries regarding concerns on items they were searching for
- Organized merchandise inventory daily to optimize customer experience, to ensure faster localization of items
- Restocked items before the end of every shift, to facilitate the following coworker's shift

**White Castle, Bronx, NY**

July 2011 – August 2011

*Cashier*

- Managed and reconciled cash and credit card transactions, processing over \$200 daily, without any errors.
- Performed a daily cash drawer count and cash reconciliation to address any discrepancies and calculated income
- Took orders and ensured that guests' orders were accurate and to company standards resulting in the decrease of errors
- Ensured that the work area and the dining area were clean and sanitary to guarantee a pleasant environment for customers and coworkers
- Notified guests of current specials or promotions to provide customer with options on purchases

## VOLUNTEER EXPERIENCE

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**Regeis Care Center, Bronx, NY**

September 2010 – May 2011

*Volunteer*

- Managed a database of attendance data in Excel daily, to determine which activities were favored
- Assisted in the transport of nine elderly patients every day, to keep them on their schedules
- Distributed mail and parcels to 25+ recipients in the building
- Coordinated weekly art projects, resulting in the elderly patients being more engaged and increased attendance

## EDUCATION

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**Bronx Health Sciences High School, Bronx, NY**

September 2007 – June 2011

- Regents Diploma

**LaGuardia Community College, Long Island City, NY**

Date of Graduation: August 2017

- Earned an Associate of Science degree in Criminal Justice
- GPA: 3.7/4.0

**Hunter College, New York, NY**

- Bachelor of Science degree in Computer Science

Anticipated Date of Graduation  
June 2020