

Alyson Franco

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EDUCATION

University of Central Florida

Information Technology, B.S.

Organizations: Girls Who Code, Design & Code

Certifications: TestOut Fundamentals IT Pro - 2022

GPA: 3.5

Expected Graduation: Fall 2024

University of Central Florida

Associate of Arts, A.A

Fall 2022

RELEVANT COURSEWORK

Fundamentals of Information Technology, Database Concepts, Internet Applications, Object Oriented Programming, Computer Fundamentals for Business

SKILLS

Proficient in MySQL, HTML, CSS, Microsoft Office. Intermediate in Snowflake and Bootstrap. Beginner in Databricks, Java, and Sass. Fluent in English and Spanish

EXPERIENCES

05/2023 - Present - **Crew Member**, McDonald's - Cape Coral, FL

- Memorized over 100 menu items and efficiently navigated a POS system to meet targets
- Warmly greeted over 50 customers an hour, accurately took orders, and handled cash while multitasking to balance a high volume of orders
- Maintained patience while resolving customer inquiries and redirected concerns or complaints to the appropriate manager

04/2022 - 08/2022 - **IT Support and Repairs**, GadgetGone - Winter Park, FL

- Achieved KPIs weekly and narrowed customer wait times from 3 business days to 1 business day for support
- Assisted with the development of safety procedures for newly introduced machinery in my department
- Certified in Apple product repairs from iPhone 5 to iPhone 13 models
- Became familiar with eCommerce selling platforms and product management

05/2021 - 07/2021 - **Store Associate**, Pet Supplies Plus - Fort Myers, FL

- Process guests' purchases with accuracy and efficiency
- Communicate guests' needs and determine which product is more suitable for their animals' needs
- Accurately restock products when needed
- Assist in cleaning animals' living spaces while ensuring they have enough food, water, and human interaction