

# 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 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