

Andrew J. Reyes
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EDUCATION

University of Washington
Seattle, WA
Graduate in August, 2019
Full-Stack Web Development

Washington State University
Pullman, WA
Graduated August, 2015
Bachelor of Arts in Human Development
Minor in Psychology

Shoreline Community College
Shoreline, WA
Graduated June, 2013
Associates in Arts - HR Management

WORK EXPERIENCE

Issaquah School District
Issaquah, WA
BASC Asst. Site Coordinator
July 2017 - Present

- Managed the Before and After School program for Cascade Ridge Elementary
- Supervised overall management of facility, staff, and students.
- Communicating daily with families, scheduling field trips, and building a community.

Pacific Market Research
Renton, WA
HR Assistant

June 2016 – December 2016

- Handled recruitment, conducted interviews, assisted with training, processed new-hire orientations, processed termination of employees
- Assisted with payroll by collecting time and attendance, salary advances, sick & vacation time
- Maintaining employee information in database, conduction and submitting employee background checks, employee verification for ex-employees
- Assisted with employee related incidents (best course of disciplinary action)
- Implemented monthly attendance reports/reviews, handled production reports for employees.

Starbucks HQ

Seattle, WA

Partner Contact Representative (CW)

November 2015 – March 2016

- Answered a high volume of inbound calls in a fast paced environment, while delivering quality service and creating a positive partner experience
- Communicated policies and processes, and provides information in response to partner inquiries
- Applied critical thinking skills and active listening skills to effectively diagnose callers' needs and to determine key details to document in the case management tool
- Utilized multiple systems to research, troubleshoot and provide issue resolution
- Processed employee data transactions and performs a variety of operational tasks

Footlocker

Seattle, WA

Lead Sales

October 2010 - July 2014

- Continuously greet costumers and efficiently process transactions within a busy, fast-paced environment.
- Operating cash register, and handling bank transactions during closing shifts.
- Assisted with audits, floor and back stocks.