

Carolina Morales

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EDUCATION

University of Texas Rio Grande Valley

Bachelor of Science in Computer Science,

Edingburg, TX

Aug. 2020 – May 2026

South Texas College

Associate's in Arts

McAllen, TX

Aug. 2017 – May 2020

EXPERIENCE

Office Depot

Sales Associate

October 2023 – Present

McAllen, TX

- Customer Service: Assist customers and answer inquiries.
- Sales Transactions: Process payments and manage the cash register.
- Product Knowledge: Stay informed about products and promotions.
- Merchandising: Organize and restock displays.
- Inventory Management: Monitor stock levels and assist in inventory counts.
- Store Maintenance: Keep the sales floor clean and organized.
- Customer Engagement: Build rapport to encourage repeat business.
- Upselling: Suggest additional products or services.
- Issue Resolution: Address and resolve customer complaints.
- Team Collaboration: Work with staff to meet store goals.

Dave and Busters

Front Desk/Host/Food Runner

November 2021– August 2023

McAllen, TX

- Greet and seat guests.
- Manage reservations and wait-lists.
- Provide menus and specials.
- Deliver food and drinks.
- Ensure order accuracy and presentation.
- Assist servers with refills and additional items.
- Check in/out guests.
- Handle reservations and inquiries.
- Process payments and provide service information.

Auntie Annes Pretzels

Shift Leader

January 2020 – August 2020

McAllen, TX

- Supervise Staff: Oversee team members, ensuring smooth operations and high service standards.
- Train Employees: Provide training and guidance to new and existing staff on procedures and customer service.
- Manage Inventory: Monitor stock levels and assist with ordering supplies.
- Customer Service: Address customer inquiries and resolve any issues or complaints
- Cash Handling: Oversee cash register operations, handle transactions, and ensure accurate cash flow.
- Maintain Cleanliness: Ensure the store and work areas are clean and comply with health standards.
- Shift Scheduling: Assist with creating and managing staff schedules.
- Report Issues: Communicate any operational issues to management.

CERTIFICATES

National Society of Leadership and Success | NSLS

August 2020 – May 2020

- Leadership Skills: Understanding different leadership styles and how to apply them effectively.
- Goal Setting: Techniques for setting, pursuing, and achieving personal and professional goals.
- Communication: Enhancing verbal and written communication skills, including public speaking.
- Teamwork: Strategies for effective collaboration and building strong team dynamics.
- Networking: Building professional relationships and leveraging networking opportunities.
- Time Management: Techniques for managing time efficiently to balance academic, professional, and personal responsibilities.
- Integrity and Ethics: Understanding the importance of ethical decision-making and integrity in leadership.
- Motivation: Learning how to motivate oneself and others to achieve success.

Food Handlers | 360 training

May 2018 – May 2020

- Food Safety Basics: Understanding the importance of food safety and hygiene.
- Personal Hygiene: Proper handwashing techniques, grooming, and health practices.
- Cross-Contamination: Identifying ways to prevent contamination between raw and cooked foods.
- Food Storage: Safe storage practices, including temperature control and expiration dates.
- Cooking Temperatures: Knowledge of safe cooking temperatures for various foods.
- Cleaning and Sanitizing: Proper methods for cleaning and sanitizing surfaces and equipment.
- Pest Control: Understanding how to prevent and control pests in food environments.
- Allergen Awareness: Identifying common food allergens and managing allergy-related concerns.
- Regulatory Compliance: Understanding local health regulations and food safety laws.
- Emergency Procedures: Responding to foodborne illness outbreaks and other emergencies.

TECHNICAL SKILLS

Languages: Python, C/C++

Frameworks: Node.js

CAD: Autodesk Inventor, AutoCAD, Solidworks

Developer Tools: Git, VS Code

Skills: Document Formatting, Bilingual Spell Check, Templates and Styles, Collaboration Tools, Inserting Media, Accessibility Features, Mail Merge, Document Conversion,