

# Celine Ross

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## SUMMARY OF QUALIFICATIONS

- Approximately three years of experience with customer service and hospitality.
- Proficient in Microsoft Office programs.
- Exhibits effective research, planning, and organizational abilities resulting in quality projects.
- Demonstrates excellent oral and written communication through clearly articulating information.

## EDUCATION

The University of Texas at San Antonio

Graduated May 2019

**Bachelor of Arts in Psychology**

GPA: 3.05

Relevant Coursework

- Cognition
- Social Psychology
- Statistics for Psychology
- Emotional Wellness

The University of Texas at San Antonio

Graduation Date: January 2021

**Certification in Full Stack Web Development**

## EXPERIENCE

**Print & Marketing Specialist – Staples**

May 2019 – Present

- Collaborate with clients about the needs of their businesses, specifically advertising.
- Communicate effectively with coworkers about product creation, client collaboration, and marketing goals during and outside of business hours.
- Establish successful multitasking skills by assisting and advising clients, creating new print orders, and hands-on production of orders.

**Independent Study – Research on Anger**

Spring 2017

- Attended weekly meetings with the Professor/head of research project and brainstormed with fellow undergraduate and graduate students.
- Requested and compiled information from hundreds of medical offices, cardiology clinics, hospitals, and other organizations affiliated with cardiology.
- Organized relevant information for several of these offices/hospitals, etc. into multiple Excel spreadsheets, categorized by city.
- Created and evaluated standardized scales to assess anger in collaboration with colleagues.

**Team Member – Taco Cabana, San Antonio, TX**

September 2016 – October 2017

- Responsible for maintaining a presentable and clean work environment.
- Provided an enjoyable experience through greeting customers, answering questions and addressing concerns.
- Prioritized execution of tasks while effectively working on a team.
- Demonstrated versatility by filling in for other team members with different responsibilities as needed.

## PROJECTS

**Geriatric Satisfaction and Cognitive Function Research Paper**

November 2016

- Conducted extensive research regarding the relationship between level of cognitive function and overall life satisfaction in geriatric-aged individuals.
- Created a mock experiment by compiling past research conclusions and generating likely results in relation to my hypothesis.
- Combined research and projected results into a coherent, well-organized report.
- Performed an oral presentation on the significance and viability of the experiment.

## VOLUNTEER WORK

San Antonio Feral Cat Coalition

April 2019 – Present