

CHELSEA QUIJAS

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EDUCATION

Penn State Behrend, Erie, PA
Bachelor of Arts, Digital Media, Arts, and Technology

Graduation: May 2025
GPA: 3.01

WORK EXPERIENCE

APPLIANCE SPECIALIST / LOWE'S 2020-2022 ERIE, PA

- I consistently exceeded both daily and monthly sales targets. My commitment to excellence extended beyond sales, encompassing meticulous showroom maintenance through daily cleaning and strategic inventory management via timely down stocking. My dedication to providing exceptional customer service went beyond securing repeat business; it aimed to craft memorable experiences for clients.

FLOORING SPECIALIST / LOWE'S 2019 – 2020 WARREN, PA

- Maintaining department standards to include inventory recovering and stock levels. Pulling orders for customers. Exceeding sales expectations and raising department standards. Providing solutions to any kind of customer issues that arise in an efficient manner. Establish and implement policies, goals, objectives, and procedures for the department. Estimating consumer demand and determining the types and amounts of good to be sold.

OFFICE MANAGER / CULLIGAN WATER 2016 – 2017 WARREN, PA

- Answering phone calls and any questions regarding the water equipment. I processed billing, set up maintenance, and scheduled deliveries. I ordered any supplies needed, and made sure all communication were kept up to date with everyone in the office.

INSTALLED SALES COORDINATOR / LOWE'S 2015 – 2016 ONTARIO, CA

- I communicated with the vendors, ordered material, and keep in contact with the customers as the installations progressed. I made sure the installers were calling the customers and carrying out the installations within the provided time. I problem solved when issues occurred to ensure the customers were fully satisfied with their order.

SOS COORDINATOR / LOWE'S 2013 – 2015 WARREN, PA

- Managed commercial builder/contractor account credit services. Was responsible for the administrative functions of corporate credit programs. Provided training to employees on credit service policies and procedures as well as customer service techniques. Generated and maintained MR/AR exchange accounts. Researched SOS (Special Order Sales) related reports to identify and recover all potential margin loss.

CODING LANGUAGES

Extensible Markup Language (XML), Extensible Stylesheet Language Transformation (XSLT), Hypertext Markup Language (HTML), Cascading Style Sheets (CSS).

ACADEMIC PROJECTS

- I created a personal portfolio in GitHub. The main coding languages used were HTML, CSS, and JAVA.
- I led The Walking Dead project where I worked with classmates to pull information from an existing website and emphasize parts of The Walking Dead Compendium Volume 1 comic book. Various coding languages were used including XML, HTML, CSS, and JavaScript.
- I am currently working on a photo essay that captures nature within a suburban neighborhood and designing a website. Coming soon!
- I am currently collaborating with classmates to develop a dashboard for use by insurance companies. We are closely collaborating with a local insurance company. Coming soon!

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