

JESSICA CRUZ

CONTACT

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-  Charlotte, NC

EDUCATION

Central Piedmont Community College
Attended **2021-2022**

Aveda Arts & Science Institute
Graduated **2023**

Road to Hire
October, 2025- Present

SKILLS

- Adaptability
- Multitasking
- Inventory & POS Systems
- Bilingual: Spanish & English
- Team Collaboration & Leadership
- Communication
- Customer Service
- Problem-Solving
- Cash Handling & Money Management

SUMMARY

Customer-focused professional with 3+ years of retail experience and growing expertise in web development. Skilled in POS transactions, inventory management, and delivering engaging customer experiences, while actively building proficiency in HTML, CSS, JavaScript, and modern tools. Bilingual in Spanish and English, with a strong commitment to problem-solving, continuous learning, and applying best practices across both customer service and technical environments.

EXPERIENCE

ROAD TO HIRE | APPRENTICE

Oct '25 - Present

- Dedicating on building foundational and intermediate skills in HTML, CSS, SASS, JavaScript, and additional software development concepts.
- Learning and applying modern web development tools including VS Code, terminal commands, and development environments
- Developing clean, maintainable code while following industry best practices and coding standards

THE NORTH FACE | SALES ASSOCIATE

Oct '23 - Oct '25

- Delivered tailored customer service in a high-volume outdoor apparel store, supporting sales and goals.
- Maintained store appearance and assisted with visual merchandising resets.
- Processed returns and exchanges including damage and department claims
- Managed warranty tracking and documentation by utilizing Excel to ensure accurate and organized data.

TOMMY BAHAMA | FRONT END ASSOCIATE

2022 - 2023

- Maintained front-end organization and responded to customer calls.
- Processed transactions including refunds and gift cards
- Delivered tailored customer service