

Cynthia Rincon

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EDUCATION

B.S.B.A. IN MANAGEMENT INFORMATION SYSTEMS

University Of North Carolina At Charlotte, Charlotte, NC

May 2024

Relevant Coursework: Business Analytics (SAS, Tableau), Data Information Management (SQL, Visio, Access), Business Applications Development (C#, Visual Studio), M.I.S (Excel), Social Media Analytics and Application (Weka, Google Analytics)

ASSOCIATE IN APPLIED SCIENCE (A.A.S.) IN BUSINESS ADMINISTRATION

Central Piedmont Community College, Charlotte, NC

May 2023

EXPERIENCE

CODING APPRENTICE

Road to Hire

Charlotte, NC

October 2025 – Present

- Built a dynamic e-commerce website using HTML, CSS, JavaScript, and JSON to display 12 products with reusable code, demonstrating ability to create scalable front-end solutions that reduce maintenance and accelerate feature rollout.
- Lead Agile collaboration in a 4-person Code for Justice Hackathon project, using GitHub Projects/Kanban to manage tasks and deliver a multi-page website addressing housing insecurity; presented solutions to instructors and a guest judge, showcasing teamwork, problem-solving, and professional workflow experience.
- Developed interactive applications (Rock–Paper–Scissors game and Calculator) using JavaScript and DOM manipulation, demonstrating proficiency in algorithmic thinking, event-driven programming, and building user-centric interfaces.
- Leveraged Git/GitHub for version control and deploy projects to AWS and Vercel, showcasing experience with professional development workflows, cloud deployment, and delivering fully functional applications.

CERTIFIED NURSING ASSISTANT AND MEDICAL UNIT RECEPTIONIST

Novant Health

Charlotte, NC

December 2020 - October 2025

- Ensured data accuracy and compliance by documenting clinical information in Epic according to HIPAA guidelines, supporting reliable workflows and actionable insights for providers.
- Streamlined patient information flow by coordinating calls, admissions, and discharges, reducing record-processing time during high-volume shifts.
- Optimized data entry and record management by maintaining organized patient records and resolving discrepancies, improving operational efficiency and reducing errors.
- Monitored and validated clinical data by tracking room activity and patient needs, contributing to more efficient reporting and safer care processes.

GUEST SERVICES ASSOCIATE

Topgolf

Charlotte, NC

May 2017 - November 2020

- Enhanced operational efficiency and reduced errors by managing check-ins and data entry for up to 3,000 guests per day, ensuring accurate records and smooth workflows in a high-volume, fast-paced environment.
- Strengthened team performance and process consistency by training and onboarding 30+ associates on operational procedures and data management, enabling reliable execution across multiple shifts.
- Resolved workflow bottlenecks and maintained uninterrupted operations by coordinating communication between Guest Services, HR, and department managers, supporting rapid issue resolution and continuous operational flow.

SKILLS

Bilingual (English & Spanish), HTML, CSS, SASS, JavaScript, Git/GitHub, VS Code, Wireframing & Prototyping Tools, Project Management Tools (Kanban boards), Microsoft Office & Google Workspace

CERTIFICATIONS

- Certificate of Information Technology Studies - Academy of Information Technology - CMS
- Certificate in Business Administration - Entrepreneurship (CPCC)
- Venture Program Certificate - Entrepreneurial Expedition by EVERFI - CMS
- Certificate in Business Administration - Business Operations (CPCC)

