**Cecilia Zacarias Cortez**

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**PROFESSIONAL EXPERIENCE**

Braven, Chicago, IL July 2019 – June 2020

Design Intern

* Manage the Braven portal website for 4 courses in 3 different regions. By correcting assignment due dates and assigning courses to cohorts. Paying attention to detail to ensure users have a great experience. Communicating with Braven managers of each region to review the portal on a constant basis.
* Responsible for coordination of analytics projects that help Braven staff. Through qualitative and quantitative data gathered in observations, surveys, and other forms.
* Managing projects through Asana that keeps remote and distributed teams organized, focus on goals, projects, and tasks.

Panera Bread; Berwyn, IL Mar. 2018 – Present

Shift Supervisor ·

* Create weekly schedules for 40 associates using a scheduling app
* Work in a team with associates to provide excellent customer service for 100+ guests a day

**RELEVANT SKILLS**

* Time management, Organization, Analytical, and attention to detail.
* Proficient in Microsoft programs including Word, PowerPoint, Excel, and Outlook.
* Fluent in Spanish language; verbal and written form.
* Experience in programming languages: Python, Java, HTML, and SQL

**LEADERSHIP & VOLUNTEER ACTIVITIES**

National Louis University; Chicago, IL

CSIS Student Mentor Apr. 2020 – Present

National Louis University; Chicago, IL

Student Advisory Council Member Dec. 2017 – Present

* A representative of the undergraduate program, speaking on behalf of fellow peers by collecting data and presenting to the university president.

National Louis University; Chicago, IL

Diversity, Equity, and Inclusion Committee Founding Member Jan. 2019 –Oct 2019

* Elected to be part of the committee by NLU professors and administration to conduct and analyze research on other universities to understand their approaches to diversity, equity, and inclusion

**EDUCATION**

National Louis University; Chicago, IL

Bachelor’s Degree in Computer Science and Information Systems Anticipated: June 2021

* GPA: 4.0/4.0