**Education: Hunter College, City University of New York**

Computer Science, expected 2020

Bachelor of Arts in Psychology, September 2015

**SPECIAL SKILLS:** Proficient in C++. Knowledgeable in Python

Fluent in Spanish.

**PROFESSIONAL EXPERIENCE:**

VOLUNTEER **FAMILY LEAGUE SERVICE,** HUNTINGTON, NY

11/2017 - Present

* Volunteer in the adult computer literacy program primarily serving the local immigrant population.
* Assists instructor in teaching adult students computer basics, Microsoft Word, typing, and work readiness skills for an office setting.
* Communicates technical concepts in Spanish in plain, easy-to-understand language.
* Adjusts class plan for each session.
* Developing plans for course content in internet privacy and security.
* Provide assignments with feedback
* Students have developed confidence and skills using software tools.

RECEPTIONIST **MONTALTO PHYSICAL THERAPY,** OYSTER BAY, NY

3/2016 – 3/2017

* Organized daily schedule and appointment times for patients
* Verified patient insurance benefits and communicated patient responsibilities
* Compiled necessary paperwork required to show patient improvement for continuation of treatment
* Coordinated with insurance representatives to resolve any problems with insurance claims
* Maintained dialogue with Primary Care Physicians to ensure therapy is benefitting patients and satisfies insurance guidelines
* Ensured smooth operation of work environment for Physical Therapists, Aides, and patients through multi-tasking

HEAD CASHIER **FOREVER 21,** HICKSVILLE, NY

3/2013 - 3/2016

* Assisted store management in organizing and analyzing comp and target goals to understand areas of improvement
* Led cashiers in maximizing Units Per Transaction and Average Dollar Transaction for each cashier
* Shared responsibility in keeping work environment clean and organized for the benefit of the customer and to minimize shrinkage
* Ensured all cashiers were trained in store Point of Sale system and proper operating procedures
* Led daily meetings to ensure clear communication between management and employees