

**Eleni Kafexhiu**

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**Objective:** Organized, fast-learning, and hard-working student pursuing a bachelor's degree in Information Science with 6 years of customer service experience and over a year of barista experience.

**EDUCATION:**

September 2013 - June 2016  
*Dhaskal Todri High School – Elbasan, Albania*

October 2016 - July 2017 (did not graduate due to move to the US)  
*Canadian Institute of Technology – Tirana, Albania*  
Major: B.S> *Software Engineering*

January 2019 – May 2022  
*Hillsborough Community College – Tampa, FL*  
*AA in Arts*

August 2023 – Fall 2025  
*University of North Carolina – Chapel Hill, NC*  
*B.S. in Information Science & B.A in Computer Science // Media & Journalism minor*

**EXPERIENCE:**

**University of North Carolina – Chapel Hill Cashier's Office**

August 22<sup>nd</sup>, 2023 – Now

*Work-study*

- Providing customer service in person and on the phone, helping students and their authorized users with any questions they may have about their student account.
- Data entry and verification
- Filing and sorting
- Opening mail and scanning documents

**Leonidas Chocolate Café**

January 16<sup>th</sup>, 2023 – August 10<sup>th</sup>, 2023

*Barista*

- Engage with and understand customers, including discovering and responding to customer needs through clear and pleasant communication.
- Prepare food and beverages to standard recipes or customize them for customers, including recipe changes such as temperature, the number of ingredients, or substituted ingredients.
- Operate cash registers and credit card machines.
- Maintains a safe and healthy work environment by following organization standards and sanitation regulations.

**CSL Plasma**

June 1<sup>st</sup>, 2022 – January 12<sup>th</sup>, 2023

*Reception Tech*

- Register applicants and transfer donors to our center following Standard operating procedures.
- Answer telephone and assist callers or transfer them to the appropriate staff member.
- Assess the self-administered health history, answer basic medical questions, and refer donors to medical staff.
- Perform fingerstick and collect vitals (weight, pulse, blood pressure, temperature) to validate the donor's suitability to donate.

**Starbucks**

November 15<sup>th</sup>, 2021 – July 12<sup>th</sup>, 2022

*Barista*

- Engage with and understand customers, including discovering and responding to customer needs through clear and pleasant communication.
- Prepare food and beverages to standard recipes or customize them for customers.
- Clean and sanitize the workstation area, customers' area, and restrooms.
- Operate cash registers and credit card machines.

- Maintains a safe and healthy work environment by following organization standards and sanitation regulations.

**Leonard's Senior Photography**

June 4<sup>th</sup>, 2021 – November 15<sup>th</sup>, 2021

*Photographer and Front Desk*

- Conduct photography sessions across a variety of customers and settings.
- Ensuring every customer has an unforgettable experience.
- Welcoming customers in the studio and preparing their paperwork (Front Desk experience).
- Commuting to different studios and schools.
- Sports photography and school activities.

**Computer Generated Solutions (Tampa, FL):**

December 10<sup>th</sup>, 2019 – February 19<sup>th</sup>, 2021

*Quality Assurance*

- Develop quality standards and company processes.
- Data entry (pulling reports, closely reviewing data, and reporting to higher-up management).
- Create quality measurements to track product improvement to maintain standards for reliability and performance of the production.
- Collect performance and quality documentation and work closely with the team assigned. Hosting meetings and training on quality and processes.
- Identifying and resolving workflow and production issues and making recommendations for improvement.

**Computer Generated Solutions (Tampa, FL):**

September 23<sup>rd</sup>, 2019 – December 7<sup>th</sup>, 2019

*Customer Service Representative*

- Answering or making calls to customers to learn about and address their needs and complaints or troubleshooting issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring customers feel supported and valued.

- Working cases such as Device Unlocks, Incorrect Tax Jurisdictions, and BIN.
- Assisting Military personnel with suspension or restoration of the accounts.
- Taking part in training and other learning opportunities to expand knowledge of the company and position.

**Burlington Coat Factory, (Tampa, FL):**

November 2017 – September 2019

*Customer Service, Stock Flow, and Cashier*

- Prepared merchandise for the sales floor by adding tags and sensors and stocking them.
- Reviewed current planograms and end cap placements to merchandise items correctly.
- Replenished inventory with a focus on addressing customers' needs.
- Maximized customer satisfaction by assisting customers in completing purchases, locating items, signing up for reward programs, and applying for the store's credit card. Also, educate customers on store policies during checkout.
- Trained new team members in cash register operation, stock procedures, and customer service.

**Target (Tampa, FL):**

September 2017 – November 2017

*Logistics Team Member and Cashier*

- Printed, assorted, and packed items for shipment for on-time delivery.
- Loaded, unloaded, organized, and sorted materials into the correct locations.
- Learned roles of other departments to provide coverage and keep the store operational.
- Helped customers update accounts, sign up for new services and take advantage of special offers.
- Operate cash registers and credit card machines.

#### VOLUNTARY WORK:

**Judeo Christian Health Clinic (Tampa, FL)**

*September 2017 – November 2017*

*Front Desk and Medical Screener Volunteer*

**Food Pantry in Hillsborough Community College Dale Mabry campus (Tampa, FL)**

*November 2021*

**Campus Beautification Hillsborough Community College Dale Mabry (Tampa, FL)**

*December 2021*

**Feeding Tampa Bay Volunteer (Tampa, FL)**

*February 2022*

#### ACHIEVEMENTS/CERTIFICATES:

- Dean's List (2020-2022) reflected on college transcripts.
- Certificate of Achievement for International Officer Campaign Manager of Phi Theta Kappa for PTK Catalyst 2022.
- Food Handler's Certification 2023.
- Vice President of PHI CHI Chapter of *PHI THETA KAPPA Honor Society* (Spring 2022), Secretary (Fall 2021), VP of Communications (Spring 2021/Summer 2021)
- Completed *Phi Theta Kappa Edge courses*: Employment Edge, Competitive Edge, Healthcare Edge, Research Edge, and Transfer Edge.
- Won Exemplary Leadership Award for PHI CHI chapter of PHI THETA KAPPA at Student Excellence Awards of Hillsborough Community College in April 2022.
- Secretary of *National Society of Collegiate Scholars (NSCS)* Chapter, Hillsborough Community College, Dale Mabry Campus for Fall '21 and Spring '22.
- Member of *Film Interest Group*, Hillsborough Community College Dale Mabry campus.

- Secretary of *FBLA-PHI BETA LAMDA*, Hillsborough Community College Dale Mabry campus Spring '22 and Fall '22. Received 1<sup>st</sup> place in *Florida Regional Competition in Social Media Marketing* (March 2022). Received 3<sup>rd</sup> place in *Programming Concepts in Florida Regional Competition* (March 2023) and 4<sup>th</sup> place in *Management Analysis & Decision Making in National Competition* (June 2023)
- Member of *the Robotics Club at the Canadian Institute of Technology* in 2017.
- Member of *Peace Corps* in Elbasan, Albania, in 2015.

### SKILLS:

- |  |                               |
|--|-------------------------------|
| • Proficient in Microsoft Office Suite                     | • Cash management             |
| • Proficient with social media and social media marketing. | • Mentoring and training      |
| • Customer assistance and experience.                      | • Detail-oriented             |
| • Team leader and team player                              | • Data entry and analysis     |
| • Time management  | • C Programming               |
| • Multilingual: Greek, Albanian, English, Spanish          | • SQL                         |
| • Self-motivated   | • Java Programming (beginner) |
| • Photography and Editing                                  | • Python                      |
|  | • Critical thinking           |
|  | • Problem-solving             |