

## Ella Bourassa

### SUMMARY

Cognitive science major with a computer science emphasis and hands-on experience in customer service, leadership, and data analysis. Skilled at solving problems through both technical tools (POS systems, Google Script, analytics) and interpersonal communication. Experienced in managing social media strategies, streamlining operations, and leading collaborative teams. Seeking opportunities to apply analytical and communication skills in academic, research, or professional settings.

### EDUCATION

University of California, Davis – Davis, CA

Bachelor of Science in Cognitive Science, Computer Science Emphasis

Expected June 2026 | GPA: 3.659

Relevant Coursework: Introduction to Programming (ECS 32A), Data Structures (ECS 32B/C), Implementation of Data Structures in C, Discrete Mathematics (ECS 20), Introduction to Artificial Intelligence (ECS 170)

Monte Vista High School – Danville, CA

High School Diploma, with Honors

### EXPERIENCE

#### *Outdoor Gear Rental Associate*

Outdoor Adventures, UC Davis – Davis, CA | Jun 2025 – Present

- Assisted customers with equipment rentals, providing clear guidance and ensuring safety.
- Operated POS system for payments, reservations, and order management.
- Maintained and inspected gear, ensuring quality and readiness for use.
- Balanced customer service and operations in a fast-paced, team-driven environment.

*Assistant Manager / Shift Lead*

Kidplex LLC – San Ramon, CA | Jan 2025 – Mar 2025

- Supervised daily operations and delegated tasks for a team of staff members.
- Designed and implemented a Google Script inventory system, reducing stock-tracking errors.
- Analyzed Roller POS sales data to create a dynamic pricing model that optimized revenue.
- Coordinated and hosted events of up to 200 guests, ensuring a safe and engaging customer experience.

*Social Media Director*

UC Davis Women's Rowing – Davis, CA | Sep 2022 – Dec 2024

- Managed multi-platform online presence (Instagram, Facebook, TikTok), boosting team visibility.
- Designed creative posts and short-form video content, increasing follower engagement.
- Built collaborations with other rowing programs and local organizations.
- Monitored analytics and optimized strategy, leading to measurable growth across platforms.

*Sales Associate*

Boswell's Discount Party Supplies – Danville, CA | May 2021 – Dec 2021

- Delivered personalized customer service, driving repeat business and satisfaction.
- Analyzed sales trends and implemented strategies to increase revenue.
- Managed cash transactions and refunds with accuracy and attention to detail.

- Maintained store presentation and organization for improved customer experience.

## **SKILLS**

Technical: Python, C/C++, Google Script, POS Systems (Roller, Fusion), Google Suite

Analytical: Data Analysis, Pricing Models, Problem-Solving, Trend Tracking

Communication: Customer Service, Social Media Strategy, Content Creation, Team Leadership

Other: Time Management, Physical Labor, Event Coordination

## **REFERENCES**

**Available upon request**