

Esmeralda Falfan

1914 Prairie Pkwy St SW
Wyoming, MI 49519
(616) 426-7326
esmefalfan19@gmail.com

Objective

Seeking an entry level Information technology role to apply my problem solving skills, creativity, strong work ethic, and communication skills in a professional setting.

EXPERIENCE

Target

44th St SW Grandville MI, 49418- Guest advocate

JUL 2024 - PRESENT

- Uses cash registers to process sales, answer customer questions, resolves customer service issues, and provides positive attitude

Poncho's Tacos

1874 28th St SW, Wyoming, MI 49519— *Server / cashier / waiter*

JAN 2023 - JUL 2024

- Served as both opening and closing cashier, consistently delivering excellent customer service while managing register operations. Additionally worked as a hostess, cashier, and server, demonstrating strong multitasking abilities and gaining proficiency in order-taking and check writing

EDUCATION

Michigan Technology University

1400 Townsend Dr, Houghton, MI 49931

Houghton MI, BS, Data Science

AUGUST 2025- Present

Southwest Middle High Academia Bilingue

327 Rumsey St SW Grand Rapids MI, 49503

AUGUST 2021 - MAY 2025

Kent Career Technical Center

1655 E Beltline Ave NE, Grand Rapids, MI 49525

AUGUST 2024 - MAY 2025

Courses taken: Networking & Cybersecurity

SKILLS

- Communication
- Customer Service
- Problem Solving
- Multitasking
- Teamwork
- Troubleshooting

CERTIFICATIONS

- Microsoft Office Specialist: Powerpoint 2019
- Professional Business Communications
- CompTIA Tech+

Dual Enrollment at GRCC

151 Fountain St NE, Grand Rapids, MI 49503

AUGUST 2021 - MAY 2025

Courses taken: General Psychology, Intro to Computer Programming, Computer Science

REFERENCES

Mitchell Johnson, Target Human Resources

3130 44th St SW, Grandville, MI 49418

Susana Gomez, Poncho's Tacos

ponchostacosgr@gmail.com

3130 44th St SW, Grandville, MI 49418

