

Dedicated and results-driven Management Information Systems (MIS) major with a passion for leveraging technology to optimize business processes and drive strategic decision-making.

## Education

### Sam Houston State University

Major in BBA Management Information Systems

Graduating Fall 2024

Huntsville, TX

- › Courses include: Business Database Management, Systems Analysis and Design, Electronic Commerce Implementation, Programming, and Business Network Management

## Experience

### Starbucks

Barista

2017 – Present

- › Develop strong co-worker and customer relationships, enhancing the overall store experience
- › Demonstrate product expertise while preparing high-quality food and beverages in a timely manner
- › Accurately process multiple transactions (menu options, payment methods) with precision in real time

Barista Trainer

2020 - Present

- › Train 20 incoming employees about the correct usage of cafe equipment, such as an espresso machine, and describe how to create drinks according to Starbucks standards
- › Review customer service requirements and guide incoming baristas regarding the correct way to take orders and converse with patrons

## Volunteer Work

### St. Anthony Food Pantry

St. Anthony of Padua Catholic Church

2023 - Present

- › Conduct cordial and professional interactions with supervisors, co-volunteers, donors, and customers
- › Manage, sort, organize, and shelve all food donations
- › Keep donation area neat and clean on a regular basis, with easy and clear inventory access
- › Assist other volunteers and customers as necessary

## Skills

**Skills** Detail-oriented, Focused, Organized, Adaptable, Collaborator, Team player, Curious, Dedicated, Hardworking, Active Listener, Well-versed in Microsoft Office Suite, Positive attitude, enjoys working with people