

# Gwendoline Sanabria

## Customer Service

**Phone:** +1 512-636-5842

**Email:** gwensanabria@gmail.com

## Key skills

Interpersonal skills

Communication

Time management

Customer Service

Cash Handling

Multitasking

Sales Techniques

MS Office

MS Excel

## Languages

Spanish (Fluent)

## Interests

Computer Information Technology

## Summary

Customer service representative with 4+ years experience at locally owned restaurant. Self teaching the basics of IT support and planning on going back to school to earn a degree. Ready and willing to learn new skills.

## Experience

### 2015–Current Cashier/Barista | Coco's Cafe

- Handle customers throughout the day.
- Up-sell food or drink items.
- Handle cash regularly.
- Ensure that customers have a satisfactory customer experience.
- Diffuse any negative situations that might arise.
- Prioritize duties so that they may be completed in a timely manor.

### 2012 Pharmacy Technician Extern | Walgreen's

- Assist the pharmacist in preparing the medication for customer use.
- Light inventory duties

## Education

2018 University of Texas at Austin, Austin, TX

BA, Anthropology

GPA 2.95

#### Relevant coursework:

- Digital Communications
- Statistic
- Fundamentals of Public Relations

### 2020 UT Coding Bootcamp

- Gaining experience coding with
  - HTML
  - CSS
  - Javascript
  - JQuery
  - Bootstrap
  - Nodejs
  - MySql
  - Sequelize
  - Mongodb
  - Mongoose

## Certifications

IC3 Certified: Computing Fundamentals, Key Applications, Living online