

Henry Morales

2741 NW 17th Ter, Apt. # 3, Miami, FL 33125

(786) 237-1298

Henrymorales050398@gmail.com

OBJECTIVE

To obtain a position where I can apply my computer skills.

EDUCATION

Miami Senior High School – Miami, FL

June 9, 2016

- Algebra I & II
- Geometry
- English I, II, III, and IV

Clubs I was enrolled in:

- **Circolo Italiano (Italian Club)** – Officer: Corresponding Secretary
- **WeBDEV (Computer Club)** – Officer: Treasurer

WORK & ACADEMIC EXPERIENCE

Little Caesars

[Miami, FL]

April 2015-February 2016

Crew Member

- Answering the phone line
- Cashier
- Oven duties
- Sheet-outs
- Detailed cleaning
- Prepping and restocking
- Working at a fast pace to keep the Hot-N-Ready Promise to satisfy the customer
- Greet customers and direct to the menu board and suggest certain specials

The Idea Center

[Miami, FL]

December 2015-March 2016

Intern/ Head of Customer Happiness

- Create spreadsheets of students, or possible students for courses.
- Follow up with students via email or phone call.
- Help set up for events.
- Solve upset customers' issue.
- Creating process for students to register and handling their forms.

KEY QUALIFICATIONS

- Bilingual – Speak, read, and write fluently in English and Spanish
- Computer – WPM: 65
- Computer proficiency in Microsoft Word and PowerPoint, and Google Sheets
- HTML & CSS

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- Greet customers and guide them regarding menu and special deals
- Try to offer my best customer service to make sure that the customer is satisfied

REFERENCES:

Available upon request.