



# SOFIA ESCALONA

## Contact

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- Las Cruces, NM

## About Me

Motivated Bachelor of Arts in Computer Science undergraduate with a Certificate of Employability in Nursing Assisting, eager to expand my professional experience. Dedicated to leveraging my technical expertise, healthcare training, problem-solving abilities, and customer service skills to deliver impactful solutions and support both technological and human-centered goals.

## Skills

Technical:  
C++, Java, Python, SQL, HTML/CSS, JavaScript, MySQL, Networking, Git, Visual Studio, Eclipse, Wireshark, Microsoft 365

Healthcare:  
Patient Care, Vital Signs Monitoring, ADL Assistance, HIPAA Compliance

Customer Service:  
Verbal Communication, Conflict Resolution, Empathy, Sales Support, Team Collaboration

## Education

- Bachelor of Arts in Computer Science**  
*New Mexico State University* In progress
  - Coursework includes programming, data structures, networks, cybersecurity, and database systems.
  - Gaining hands-on experience in software development and technical problem-solving.
- Certificate of Employment in Nursing Assisting**  
*Eastern New Mexico University- Roswell* 2018-2020
  - Completed training in patient care, vital signs, and HIPAA compliance.
  - Prepared for entry-level healthcare roles through both classroom and clinical experience.

## Experience

- Retail Sales Consultant** 2025  
*Prime Communications (AT&T Authorized Retailer)*
  - Sells phones, plans, and accessories in the store
  - Helps customers understand products and services
  - Solves problems and answers questions face-to-face
  - Works to meet sales goals and keep customers happy
- Digital Marketing Specialist** 2025  
*Filipino Flavors (Local Business)*
  - Creates ads and posts for social media, email, and websites
  - Tracks results to see what's working and what's not
  - Writes and shares online content to promote the brand
  - Works with teams to plan and improve digital campaigns
- Direct Support Professional** 2023-2024  
*Lessons of Life*
  - Supported clients with disabilities
  - Helped with ADLs and medication
  - Encouraged community engagement
  - Maintained accurate care records
- Wireless Sales Representative** 2021-2023  
*Premium Retail Services*
  - Met and exceeded sales goals
  - Explained tech products clearly
  - Provided personalized service
  - Resolved customer concerns
- Sales Associate** 2020-2021  
*Hibbett Sports*
  - Assisted with product selection
  - Managed stock and displays
  - Handled customer transactions
  - Promoted store loyalty programs
- Sales Associate** 2018-2019  
*JCPenney*
  - Delivered friendly customer service
  - Promoted credit card applications
  - Maintained sales floor appearance
  - Used POS system efficiently