



SOFIA ESCALONA

Contact

- 575-571-0433
- sgescalona@yahoo.com
- 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++, C, Java, Python, SQL, HTML/CSS, JavaScript, MySQL, Networking, Git, Visual Studio, Eclipse, Wireshark, Microsoft 365, Choregraphe, AI, LLMs

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