



SOFIA ESCALONA

Contact

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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**
Prime Communications (AT&T Authorized Retailer) 2025
 - 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**
Filipino Flavors (Local Business) 2025
 - 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**
Lessons of Life 2023-2024
 - Supported clients with disabilities
 - Helped with ADLs and medication
 - Encouraged community engagement
 - Maintained accurate care records
- Wireless Sales Representative**
Premium Retail Services 2021-2023
 - Met and exceeded sales goals
 - Explained tech products clearly
 - Provided personalized service
 - Resolved customer concerns
- Sales Associate**
Hibbett Sports 2020-2021
 - Assisted with product selection
 - Managed stock and displays
 - Handled customer transactions
 - Promoted store loyalty programs
- Sales Associate**
JCPenney 2018-2019
 - Delivered friendly customer service
 - Promoted credit card applications
 - Maintained sales floor appearance
 - Used POS system efficiently