

JACQUELINE LUIS-VALLE

Hyattsville, MD |
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Information Systems student with a solid foundation in customer satisfaction, seeking to apply my skills in understanding user needs and creating intuitive digital experiences as a software developer in the tech industry.

WORK EXPERIENCE

SALES ASSOCIATE

Under Armour | Hanover, MD

NOVEMBER 2022 - PRESENT

- Proactively addressed and resolved customer concerns while adhering to company policies and prioritizing customer satisfaction.
- Partnered with store leadership team to lead new hire trainings.

BANK ASSOCIATE INTERNSHIP

Capital One | Hyattsville, MD

JULY 2019 – MAY 2020

- Delivered exceptional customer service through friendly and professional interactions.
- Processed a variety of banking transactions.
- Guided customers in navigating and utilizing online banking platforms.

LEADERSHIP EXPERIENCE

Alpha Sigma Rho Sorority Inc, Towson University, MD

Nov. 2022 – Present

VICE PRESIDENT EXTERNAL/SOCIAL

JUNE 2024 – CURRENT

- Maintained and fostered relationships with external partners to support organizational growth and collaboration.
- Acted as the primary spokesperson for the organization during partnerships and collaborations.
- Planned and coordinated social events.

MULTICULTURAL GREEK COUNCIL SECRETARY

JUNE 2023 – JUNE 2024

- Organized and maintained council documents for efficient access and record-keeping.
 - Recorded minutes for general and executive board meetings.
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- Coordinated and scheduled meetings with various organizations.

HISTORIAN

JUNE 2023 – JUNE 2024

- Kept record of the organization's accomplishments and activities throughout the year, as well as collected photographs, and other memorabilia.
- Managed and maintained the organization's social media accounts to enhance online presence and engagement.
- Maintained the organization's website to ensure accurate and up-to-date information.

FUNDRAISING AND PHILANTHROPY CHAIR

DEC. 2022 – MAY 2023

- Planned and led a wide range of fundraising events.
- Managed fundraising finances using Excel.
- Organized a variety of philanthropy events to spread awareness throughout campus.

DESIGN CHAIR

DEC. 2022 – MAY 2023

- Designed various promotional materials for events.
- Created custom apparel designs for the organization.
- Utilized tools such as Canva, Procreate, and Microsoft Word to produce designs.

EDUCATION

BACHELOR OF SCIENCE, COMPUTER INFORMATION SYSTEMS

Towson University

Fall 2025

RELEVANT COURSEWORK

- Visual Basic Programming
- Software Engineering
- Data Structure and Algorithm Analysis
- Organizational Database Management
- Object-Oriented Design and Programming
- Human-Computer Interaction
- Web-Based Program

ACADEMIC PROJECTS

- **HTML Webpage** – Designed and developed a responsive, user-friendly informational webpage.
 - “The Continued Controversy Surrounding Bill to Ban TikTok”: <https://tigerweb.towson.edu/jluisv1/>

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- **Web Game** – Collaborated with a team to follow the SCRUM process, successfully designed and developed a interactive web-based game.

SKILLS

- HTML, CSS, JavaScript, C++, Java, SQL
 - Bilingual: English, Spanish
 - Figma, Visual Studio Code, Procreate, Microsoft Office
 - Team Collaboration and effective communication
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