**Jade Villanueva**

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**EDUCATION**

**Sam Houston State University** Huntsville, Texas

*Bachelor of Arts in Human Resources Management*  Graduating December 2025

**Lone Star College**  The Woodlands, Texas

*Associates of Arts in Business*  August 2017 - August 2020

**SKILLS**

• Microsoft Office Suite (Word, Excel, PowerPoint)

• Experience in customer service and team collaboration

• Problem-solving and conflict resolution expertise

**EXPERIENCE**

**H-E-B** Willis, Texas

*Cashier*  January 2019 – Present

* Managed high-volume cash transactions and order fulfillment with exceptional attention to detail, achieving perfect accuracy.
* Resolve customer concerns professionally while maintaining positive relationships, demonstrating strong conflict resolution abilities.
* Collaborate effectively with a diverse team of 20+ employees, showcasing adaptability and teamwork.
* Maintain accurate documentation and records for all transactions and customer interactions.

**The Woodlands Golf & Country Club**  The Woodlands, Texas

*Snack Bar Attendant*  March 2016 – September 2018

* Managed customer relations and ensured high satisfaction levels through proactive service.
* Collaborated with cross-functional teams to maintain operational excellence.
* Complied with all safety and health department procedures, and state and federal liquor laws.
* Participated in regular team meetings to improve service quality and operational efficiency.

**HONORS/AWARDS**

* Dean’s List: Fall 2018 – Summer 2020, Lone Star College
* Helen Cochran Gilliland HR Management Scholarship Recipient, Sam Houston State University