**JENNIFER GUTIERREZ MANJARES**

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**QUALIFICATION SUMMARY**

* Beginner in supporting IT equipment with expansive communication experience looking for the opportunity to develop an understanding of technological hardware and how to properly care for their components
* Currently enrolled in the **LinkedIn Learning** course, *Prepare for the CompTIA A+ (220-1001 and 220-1002) Exams,* and am expected to complete certification by March 2023
* Comfortable with working 12+ hours through shift leader experience at Sonic Drive-In which often required staying past scheduled shifts to support the team's workflow

**EDUCATION**

May 2022 Pullman, WA

**B.A in Management Information Systems & Marketing - Double Major**

Washington State University, Carson College of Business GPA 3.0

**EMPLOYMENT HISTORY**

June 2022 – September 2022 Wenatchee, WA

**Associate** **- Data Entry Specialist**, Stans Merry Mart Inc.

* Responsible for the manual entry of data onto an Excel spreadsheet that was expedited by coding with VBA which saved at least 325 manual labor hours equaling a savings of $8,000 in wages
* Created a document in plain simple language that detailed how the VBA code worked along with best practices for data entry that was implemented when training a fellow associate before departing the company to ensure their smooth transition

Oct 2019 - Dec 2021 Pullman, WA

**Academic** **Success** **Coach** **Intern**, Academic Success & Career Center ASCC - WSU

* Listened attentively to the concerns of students during in-person and virtual drop-in hours and worked with them toward creating a plan and or supplemented them with the necessary resources/departments
* Presented over 20 in-person and virtual workshops for up to 10-50 students at a time that pertained to improving academic performance and sought engagement through activities and open discussion
* Attended weekly meetings among instructor faculty that granted exposure to various teaching techniques and methods towards getting a classroom of people to feel engaged while also learning

May 2014 - Oct 2015 Wenatchee, WA

**Shift** **Leader**, Sonic Drive-In

* Led a team of up to 8 people during peak business hours using a servant leadership model that decreased serving times by 15% and created a positive work environment where everyone genuinely felt like they were on a team
* Evaluated key metrics and then utilized results to make decisions regarding staff count and restaurant operations as a means of meeting certain quotas that would decrease monthly wage expenses by $2,500
* Comfortable with talking to people who are in distress and working out issues with dissatisfied customers

**ONGOING PROJECTS**

**University of Washington | Full Stack Coding Bootcamp** October 2022 – May 2023

Currently enrolled in the University of Washington’s Full Stack Coding Bootcamp which is a 6-month program that teaches the foundation of becoming a programmer and the necessary languages to create adaptable and responsive web applications

**Harvard X | Introduction to Computer Science** December 2022 – May 2023 Currently enrolled in Harvard University’s introduction to the intellectual enterprises of computer science and the art of programming

**LinkedIn Learning | Prepare for the CompTIA A+ (220-1001 and 220-1002) Exams** December 2022 – March 2023

Taught by Mike Meyers, this series was created to help novices to pass and obtain the CompTIA A+ certification

**SKILLS**

* VB.NET, SQL Server, VBA in Excel, Zoom, Microsoft PowerPoint/Project/Word/Outlook, Spanish