

# JOSMALLI OLIVERO

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EDUCATION

# **Medgar Evers College, CUNY -**

## Bachelor of science in Computer Informational Science

**Brooklyn, NY**  
Expected Graduation: May, 2026

## SKILLS

- Customer Service & Sales: Strong communication, problem-solving, and time management
  - Spoken Languages: English (Fluent), Spanish (Fluent)
  - Technical Skills: Python (basic coursework exposure)

## **PROFESSIONAL EXPERIENCE**

Ross Stores

## *Retail associate*

Tacoma, WA, State

February, 2022-February, 2023

- Delivered excellent customer service in a fast-paced retail environment.
  - Assisted customers with purchases, returns, and inquiries while maintaining store standards.
  - Supported team operations through efficient time management and task prioritization.

LanguageLine Solutions

Remote

## L3 Interpreter

September, 2024- December 2024

- Provide real-time Spanish-English interpretation services to support effective communication.
  - Maintain confidentiality and accuracy in all interactions.

ContactLinks Solutions

Remote

## *Freelance Interpreter*

January, 2025- Present

- Provide real-time Spanish–English interpretation services to support effective communication across business and client needs.
  - Maintain strict confidentiality and deliver accurate interpretation in diverse professional settings.
  - Adapt to varying subject matter quickly, ensuring clarity and professionalism in high-pressure environments.

## **LEADERSHIP EXPERIENCE**

## **JROTC – CyberPatriot Program –**

Bronx, NY

### *Team Member*

2021-2022

- Competed in national CyberPatriot challenges focused on system hardening, cybersecurity defense, and problem-solving.
  - Collaborated with team members to analyze vulnerabilities and implement security solutions.
  - Developed leadership, technical, and communication skills in a high-pressure competition environment.