

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

L3 Interpreter

Remote

September, 2024- December 2024

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

ContactLinks Solutions

Freelance Interpreter

Remote

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 –

Team Member

Bronx, NY

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.