

# Jose Israel Flores

Dallas, TX | 469.803.6800 | [fj260996@gmail.com](mailto:fj260996@gmail.com) | [linkedin.com/in/jflores0001](https://www.linkedin.com/in/jflores0001) | [github.com/jossefloress](https://github.com/jossefloress)

## EDUCATION

<b>The University of Texas at Dallas</b> <i>B.S., Computer Science</i> <i>Hispanic Scholarship Fund Scholar</i>	May 2022 GPA 3.42
<b>Collin College</b> <i>A.S., Computer Science</i> <i>President's List (Fall 2019), Dean's List (Spring 2020)</i>	May 2020 GPA 3.40

## EXPERIENCE

<b>Etech Global Services</b> - Dallas, Texas <i>Online Sales Chat Agent</i> <ul style="list-style-type: none"><li>Assisted 2 customers at a time through online chat</li><li>Navigated customer accounts to best resolve customer concerns</li><li>High level of product knowledge and keeping current with product knowledge</li><li>Exceeded sales quotas on an average of 115% per month</li></ul>	January 2018 – April 2019
<b>Chipotle Mexican Grill</b> - Dallas, Texas <i>Kitchen Manager</i> <ul style="list-style-type: none"><li>Performed routine work effectively</li><li>Provided great management and teamwork skills</li><li>Supervised 7-8 people a day</li><li>Implemented cost-control measures to ensure operations were within company targets</li><li>Maximized bottom-line performance through P&amp;L, staff management, loss control and made inventories.</li><li>Attended classes (provided by employer) and meetings on how to increase sales and diminish losses.</li></ul>	August 2015 – December 2017
<b>Moviehouse and Eatery</b> - McKinney, Texas <i>Crew Member</i> <ul style="list-style-type: none"><li>Large-scale food service</li><li>Worked with 8-9 co-workers to achieve our daily tasks</li></ul>	June 2017 – October 2017

## ACADEMIC PROJECTS

<b>Resume Website (HTML/CSS)</b> A responsive website whose main goal is to show all the info that my resume shows but as a website. <a href="http://www.joseflores.xyz">www.joseflores.xyz</a>
<b>Parser (C++)</b> Reads the input from a file which has tokens written in a specific syntax. It then prints the type and value of each token found.
<b>Random Access File (C++)</b> It first creates a file (if it's not created already) and then it uses that file as a database. After that, the user needs to use the terminal to access that "database".
<b>Math Tree (C++)</b> From a file, it reads in a series of numbers and operators. Using those values, a tree will be built representing the expression. The tree will then be evaluated and deleted.

## CERTIFICATIONS

<b>Microsoft Office Specialist (MOS):</b>	
Microsoft Office Word 2013 Certified - Certiport	May 2017
Microsoft Office Excel 2013 Certified - Certiport	Feb 2017
Microsoft Office PowerPoint 2013 Certified - Certiport	Mar 2017
Microsoft Office Access 2013 Certified - Certiport	Mar 2017

## ADDITIONAL INFORMATION

**Technical:** C++, Java, Python, HTML/CSS, SQL, Unix/Linux  
**Languages:** Fluent in English and Spanish