

# MAYRANGELIE GARCIA

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Thrives under pressure with hands-on experience setting up and troubleshooting in-store devices, including POS systems, pin-pads, and printers, to ensure smooth operations. Highly adaptable with experience in providing excellent customer service and training staff on new systems.

## SKILLS & COMPETENCIES

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### Management, Leadership & Communication:

- Led meetings, interviews, and organized comprehensive training sessions for new hires
- Coordinated team schedules and weekly inventory checks to optimize operations and ensure efficient resource allocation

### Customer Support & Sales:

- Delivered excellent customer service, resolved disputes, and assisted with customer account creation and other mobile app-related issues to create a positive experience in the store
- Implemented additional third-party delivery services to drive sales and meet customer needs

### Financial Management & Analysis:

- Managed financial records, including expense tracking, account reconciliation, and journal entries using Excel and QuickBooks
- Monitored work hours and tips for payroll submissions with Excel and QuickBooks

### Technical Skills & Support:

- Experience configuring and troubleshooting point-of-sale (POS) systems, pin-pads, printers, PCs, and network switches
- Experience using **Programming Languages:** R, Python, Java, SQL
- **Data Visualization:** Tableau, R, Excel
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experience with HTML and CSS

## WORK HISTORY

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**MANAGER**, Menchie's Frozen Yogurt – *San Antonio, TX*

*Aug 2019 – Feb 2024*

## EDUCATION

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**UNIVERSITY OF TEXAS AT SAN ANTONIO**

*San Antonio, TX*

*Bachelor of Business Administration, Cyber Security*  
Summa Cum Laude

## CERTIFICATIONS

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**GOOGLE DATA ANALYTICS PROFESSIONAL CERTIFICATE**

*Sep 2024*

- Cleaned, organized, and analyzed data using Excel, SQL, and R programming
- Analyzed data and created data visualizations and dashboards using Tableau and R to uncover usage trends that informed new marketing strategies in a capstone project