

MIA ELENA TAPIA

New York, NY • (929)-428-2071 • miaskyelena@gmail.com • [linkedin.com/in/miaelena](https://www.linkedin.com/in/miaelena)
github.com/miaskyelena

EDUCATION

City University of New York, Hunter College

New York, NY

Bachelor of Arts in Computer Science, Minor in Media Studies

In Progress – May 2023

EXPERIENCE

Apicha - Remote Customer Service Rep | *Upper East Side, NY*

December 2021 – *Present*

- Partnered with 9 remote customer service representatives to provide field base outreach, appointment reminder calls, new patient registration, and solutions to patient queries
- Responded to over 2k emails and phone calls within a 48 hour period to discuss billing, account information, and patient scheduling
- Maintained positive relationships with 400+ Apicha patients

Housing Works - Customer Engagement Expert | *SoHo, New York*

September 2019 – August 2021

- Prepared memos, invoices, and other documentation online using the Zoho Office environment
- Oversaw a team of 20 customer engagement and sales representatives remotely through Zoho, assigned leads, and projects through Zoho
- Oversaw the organization of incoming and outgoing cross-departmental email, over 1.5k emails a week

Java Girl Coffee Shop Inc. - Barista Manager | *Upper East Side, NY*

January 2017 – March 2019

- Accomplished addition of successful original menu item, “*White Lavender*”, to a 32 drink menu established in 1998 as measured by spike in quarterly sales report
- Accomplished training of two Baristas with no prior experience

PROJECTS

Twitter Clone - Developer | Mia Elena

<https://github.com/miaskyelena/twitterProject>

- Accomplished mastery of API integration as measured by successful requests throughout the application by referencing official API documentation
- Utilized: Swift, Parse, Ruby, Lottie, Cocoapods, Twitter API

SKILLS

Technical: C++, Python, Javascript, HTML, CSS, Swift UI, Ruby, Xcode, Firebase, Photoshop, Premiere Pro, Git, Cocoapods, Figma

Personal: Native Spanish Speaker, Leadership, Team Building, Communication, Empathy, 70 WPM typing

LEADERSHIP

CodePath - iOS Development Student | CodePath

January 2022 – May 2022

Girls Who Code - Leadership Academy | Hunter College

January 2021 – *Present*

