

**Miguel A Hernandez Rosas**

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**Professional Summary**

Throughout my career, I've gained a vast amount of experience working in the customer service field and most recently, software development. I've done many things, from creating web applications, to managing a retail/grocery store. Life is a school, and you never stop learning is my mantra. Over the next months, I'll learn more web technologies in coding camp at Red Ventures.

- Speak English, Spanish fluently
- JavaScript, Html, CSS, React, PHP, C#, jQuery, mySql
- Punctual and reliable
- Great team player
- Proficient in customer service
- Energetic, friendly and enthusiastic
- Habitual learner
- Honest, trustworthy
- Management and leadership experience

**Work Experience**

**Road To Hire Tech Academy.** - Participant

Fort Mill, SC 29707

07/2017 to present

- Develop software, leadership, management and public speaking skills.
- Experience with JavaScript created, different web applications
- JavaScript, jQuery, React
- Html, CSS, and, PHP, C# and Internet and computer basics

**Food Lion Delhaize America Inc.** – Customer service office assistant.

Rocky Mount, NC

07/2013 to 01/02/15

- In this job I started as a cashier, after only 3 months got promoted to customer service assistant
- Managed the store 5 after getting hired
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency
- Mentored new sales associates to contribute to the store's positive culture
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration
- Worked with the management team to implement the proper division of responsibilities
- Actively pursued personal learning and development opportunities

**The Prime Smokehouse BBQ and Jazz** – Server

Rocky Mount, NC

07/2014 to 06/2017

- Worked to make this restaurant number 1 among all 158 restaurant and eateries in Rocky Mount
- Improved as a leader and as a team player daily

- Assisted customers with food selection, inquiries, and order customization requests
- Developed reputation as an efficient service provider with high levels of accuracy
- Performed all transactions in a cordial, efficient and professional manner
- Developed and maintained positive working relationships with others to reach business goals
- Demonstrated genuine hospitality while greeting and establishing rapport with guests

### **Education**

High School Diploma:

GPA 3.5

JROTC cadet

National Technical Honor Society

National Society of High school Scholars

Northern Nash High - Rocky Mount, NC

Participant at Road To Hire Tech Academy