

Miguel A Hernandez Rosas

2024 Travis Run, Rocky Mount, North Carolina 27804

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<http://mrosas.road2hire.ninja/Biography/>

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Professional Summary

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

Speak English, Spanish fluently.

JavaScript, Html, CSS, React, PHP, C#, jQuery, mySql.

Great team player.

Energetic, friendly and enthusiastic.

Honest, trustworthy.

Punctual and reliable.

Proficient in customer service.

Habitual learner.

Management and leadership experience.

Work Experience

RoadToHire Teach Academy. - Participant

Fort Mill, SC 29707

07/2017 to present

Developed software, leadership, management skills and public speaking.

- 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 I got promoted to customer service assistant, and I manage the store 5 months after.

- 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

Starting at the Prime Smokehouse was tough it was one the newest business in the area. We worked to make this restaurant number 1 among all 158 restaurant and eateries in Rocky Mount and surrounding areas.

"You Never Stop Learning" 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:

Northern Nash High - Rocky Mount, NC

Participant at RoadToHire Tech Academy

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