**EDUCATION**

**University of Maryland**  College Park, Maryland

Bachelors of Art, Criminology and Criminal Justice May 2012

**Frederick Community College**  Frederick, Maryland

Associates Degree, Criminal Justice May 2010

**EXPERIENCE**

**Costco Wholesale**  Frederick, Maryland

*Licensed Hearing Aid Dispenser* Feb 2014 – Present

*Hearing Aid Apprentice* May 2013 – Feb 2014

* Perform hearing exams, take ear impressions and recommend appropriate hearing devices to patients.
* Promote a pleasant environment by assisting patients with a positive experience, answering questions and addressing problems.
* Provide outstanding patient service by scheduling periodic appointments for preventive maintenance, programming, fitting and hearing aid adjustments.
* Assisted in mentoring another Hearing Aid Apprentice who obtained her licensed and is practicing.
* Increased sales from previous fiscal year by serving patients during extended business hours into evenings and Saturdays.
* Demonstrated to work independently and self sufficiently by being flexible to assist at different warehouses with different schedules.
* Successfully completed *International Hearing Society*: *Distance Learning Course* and Costco online apprenticeship program within 8 months.

**Costco Wholesale** Frederick, Maryland

*Cashier* Jul 2007 – May 2013

* Successfully promoted company memberships to new customers effectively communicating member benefits, which ultimately led to new members. Conducted training for new employees.
* Promoted a positive experience to members by carrying heavy merchandise and groceries.
* Trained in multiple departments throughout the warehouse to provide assistance wherever needed

**Prince George’s County Police Department District III** Landover, Maryland

*Robbery Suppression Team Intern* Jan 2012 – May 2012

* Investigated criminal acts by listening to inmate correctional facility phone recordings
* Assisted with administrative work by following up with victims and thoroughly organizing cases
* Accompanied detectives responding to robberies, carjackings and witnessed detectives file reports
* Served search warrants on criminal suspects and found items particularly described in warrants

**SKILLS AND CERTIFICATIONS**

* Language Skills: Spanish (Fluent)
* Computer Skills: Microsoft Office Word, Power Point, Excel, and AS400
* Certification: State of Maryland Hearing Aid Dispenser License (passed exams the first time administered)
* Costco Specific Certifications:

Cashier certified • Gas Station Supervision certified • Photo Lab Technician certified