

# Nadia Pinos

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Sioux Falls, SD

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## PROFESSIONAL SUMMARY

Versatile and dynamic professional with a proven track record in customer service and rapport, demonstrated during my years of experience in the front-end food industry. Skilled in both technical and creative arenas, experience with applications like Github and languages such as in C/C++/C#. Adept in multitasking and adaptability, enhancing team efficiency and customer satisfaction. Always excited at the chance to strengthen and gain new skills.

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## SKILLS

Order Accuracy and Delivery	C/C++/C#	Experience with Adobe
Customer Service and Rapport	Familiar with HTML	applications, Quartus, React,
Team Player	Adaptable and Flexible	Visual Studio Code and
Creative	Advanced Mathematics	Github

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## PROFESSIONAL EXPERIENCE

### *Walmart Deli*

**August 2024 - Present**

#### **Deli Associate**

- Kept records related to inventory management or ordering activities accurately updated
- Trained new staff members on proper food preparation and safety procedures
- Verified freshness of food and ingredients by checking for quality and rotating stock
- Organized daily tasks according to priority level in order to meet production deadlines
- Excelled in customer communication by maintaining transparency and building rapport, ensuring a positive experience and trust in service

### *The Collegian*

**August 2023 - May 2025**

#### **Editor / Social Media Promoter**

- Created digital graphics to promote corresponding stories on social media accounts
- Organized, created, and published posts to multiple social media accounts daily
- Interviewed and conducted research for published article
- Reviewed and revised each of the written articles published each week
- Distributed physical copies of newspapers around campus

## PROFESSIONAL EXPERIENCE CONT.

### *Look's Marketplace*

**February 2022 - August 2024**

#### **Waitress**

- Demonstrated proactive problem-solving by maintaining cleanliness and anticipating operational needs, ensuring smooth service flow and a positive customer experience
- Worked with POS system to place orders, manage bills and handle carryout items
- Maintained knowledge of specials and currently available items to help provide guests with informative menu descriptions
- Offered after-hours assistance for an official Sioux Falls mayoral event, contributing to event preparation and execution

### *Burger Time*

**June 2018 - April 2021**

#### **Cashier & Fry Cook**

- Prepared multiple orders simultaneously during rush hours with high accuracy rate
- Operated cash register for cash, check and credit card transactions
- Restocked and organized prep work
- Cleaned and maintained fryers and grills

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## EDUCATION

### **BA in Computer Science Candidate**

South Dakota State University, Expected graduation May 2026\*

### **High School Diploma**

Washington High School, May 2021

## EXTRACURRICULARS AND ACHIEVEMENTS

- 2024 Dean's List (Spring and Fall Semesters)
- Published an article for school's The Collegian newspaper
- Social Media and Graphic Design assistance for SDSU African Student Association
- Creative hobby in Photography, consistently adding to online portfolio