

NINOSKA PERALTA

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Bilingual (Spanish and English) professional with over a decade of proven experience in customer service and administrative operations. Adept at problem-solving, multitasking, and team collaboration, I consistently deliver seamless client interactions through clear communication, efficient organization, and empathetic issue resolution.

TECHNICAL SKILLS

Languages & Frameworks: HTML, CSS, JavaScript, Node.js, Express.js

Tools & Platforms: Git, GitHub, Visual Studio Code, Trello, Agile & Scrum

Project Management: Scope, Scheduling, Budgeting, Risk Management, Waterfall, Stakeholder Communication

Additional: SEO, Growth Hacking, Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Visual Merchandiser – Forever 21 | Yonkers, NY

Feb 2020 – Mar 2025

- Increased foot traffic and boosted sales by designing and implementing captivating promotional product displays, resulting in a sales uplift and improved customer engagement.
- Maintained consistent visual branding and efficient inventory management by organizing products and adhering to corporate display standards, contributing to a reduction in stock discrepancies.
- Collaborated with store leadership to achieve and surpass daily and monthly sales targets, fostering a unified team effort and achieving a consistent sales goal.

Customer Service Representative – UncommonGoods | Brooklyn, NY

Oct 2017 – Jan 2020

- Resolved complex customer issues via phone and email support, achieving a 95% resolution rate and enhancing customer loyalty by delivering personalized solutions.
- Optimized team performance by training and coaching new CSR staff on internal systems and customer experience protocols, contributing to a reduction in onboarding time and an improvement in overall team efficiency.
- Maintained accurate call logs and tracked customer interactions, identifying and implementing process improvements that led to an increase in call handling efficiency and customer satisfaction.

Sales Associate / Receptionist – Westchester Optical | Bronx, NY
2018

Apr 2016 – Oct

- Coordinated patient appointments, managed insurance billing, and facilitated check-ins, contributing to a 98% patient satisfaction rate and optimized clinic operations.
- Maintained accurate client data while strictly adhering to HIPAA-compliant record-keeping standards, ensuring 100% compliance and safeguarding of sensitive patient information.

EDUCATION & TRAINING

University of the People – Associate of Science in Computer Science (*Remote*) — Jan 2025–Present

Path2Tech – Full Stack Web Development (*Remote*) — May 2025–Present

Grace Institute – Project Management Certification (*NYC In-Person*) — May 2025–Present

Certificates and Certifications: Google Project Management (In Progress) | IBM Full Stack JavaScript Developer (In Progress) | IBM Scrum Master & IT Project Manager (In Progress)

Technical Coursework: Microsoft Full-Stack Developer | IBM Full-Stack Software Developer & JavaScript Developer | Google Project Management | Microsoft Program Management | IBM Project Manager, IT Project Manager, IT Scrum Master | IBM Digital Marketing & SEO