

ROXANNA SHAHPOURI

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COMPUTER SKILLS

Languages

- JavaScript
- HTML5
- CSS3

Software

- GitHub
- GitBash
- JIRA, Trello
- Microsoft Office, OpenOffice.org
- Microsoft Windows

EXPERIENCE

December 2014 -
Present

Data Entry & Graphics Manager, *A1A Software, LLC*

- Oversee the daily function of the department
- Crane Data and Graphic Management
- Customer Support
- organizing and assigning tasks

April 2012 –
December 2014

Data Entry Clerk, *A1A Software, LLC*

- Utilized an understanding of data confidentiality issues
- Work quickly and accurately, and pay attention to detail
- Customer Phone Support

September 2009 –
January 2015

Cashier, *Hoover's Market*

- Handling cash and processing customer transactions
- Implemented quality, productivity, and customer service standards for the department

October 2007 –
July 2009

Customer Service Representative & Teller, *5/3 Bank*

- Handling cash and processing customer transactions
- Maintained a balancing record, finding and correcting errors and asking for help in this process as needed
- Performed daily office responsibilities alongside other staff members to maintain the efficient operation of the financial center
- Handled customer issues with professionalism and seamlessly directed complex issues to management staff

EDUCATION

December 2012 Associate in Arts Degree, *Valencia College - Orlando, Florida*

May 2006 High School Diploma, *Lake Brantley High School - Altamonte Springs, Florida*