

Ryan Thomas

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EDUCATION

Iona University | *Bachelor of Arts: Computer Science*

May 2023

- **Relevant Coursework:** *Data Structures & Algorithms, Artificial Intelligence, Database Design & Implementation, Computer Networking & Network Programming*

PROFESSIONAL EXPERIENCE

Uniqlo | *Sales Associate*

Dec. 2022 – Present

- Collaborating with team members to achieve daily sales of 114% to target and contribute to a positive work environment.
- Acquiring an average of 10 customers to download the Uniqlo app and to create an account daily compared to the store's sales associate average of 3.
- Managing fitting room operations, which included the oversight of 7 stalls and their cleanliness and maintenance, assisting customers with alteration measurements, and processing of clothing.
- Processing and organizing clothes to prepare for store placement and restocking clothing items on the sales floor leading to an end-of-week back of house box count of 0.
- Adapting to fast-paced environments and successfully handling up to 3 customer returns, exchanges, and online order pickups, simultaneously.

Bronx Zoo | *Rides & Parking Associate*

July 2017 – August 2018

- Collaborated with team members to achieve efficient operations and contribute to a positive work environment.
- Addressed customer inquiries, concerns, and complaints in a prompt and professional manner, ensuring high levels of customer satisfaction.
- Managed parking operations, including directing high volume traffic of up to 500 vehicles, coordinating vehicle flow, and assisting guests in finding appropriate parking spaces.

Holy Rosary School | *After-School Teacher's Aide*

March 2016 – August 2018

- Monitored 50 students during recess and maintained a safe and inclusive environment.
- Provided individualized support to students with assignments and projects through tutoring and general homework assistance, resulting in an average increase of 12% in test scores.

SKILLS

Skills: Python, C, C++, HTML, CSS, SQL