

# Shania Robertson

Current student looking for experience and growth opportunities.

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## Experience

### **PetSmart** – Associate Lead with Keys

*08/17 – Present*, Past positions include: Customer Engagement Leader, Retail Sales Associate

- Cross trained in all departments (Management, Pet Care, Stock, Grooming, Cashier)
  - Creating an exceptional customer service experience
  - Upkeep of merchandise presentation, fulfillment, and inventory of the store
  - Grooming salon receptionist duties (appointment booking, follow-up calls)
  - Well versed in animal care and husbandry (dogs, cats, birds, reptiles, and rodents)
  - Achievements: PetSmart “Circle of Excellence” 2020 and 2022: Award for Store 0567 ranking in the top 5% of the company for business metrics
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## Education

### **Computer Science B.S** - Wilmington University, 3.3 GPA

Anticipated Graduation May 2023

### **Computer Science A.A** - Camden County College, 3.4 GPA

Graduated Dec. 2021

- Permanent Dean’s list
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## Areas of Expertise

- Customer service, in person and virtually
  - Team Leadership
  - Software Development: Java, Javascript (Express, React, Node.js), SQL (PostgreSQL, MySQL), HTML, CSS (Bootstrap), Git
- Projects located at:* [github.com/shaniarobertson](https://github.com/shaniarobertson)