Sophia Hales

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Education

University of Minnesota Duluth

Labovitz School of Business, Bachelor of Business; Minor in Computer Science
Expected Graduation: May of 2028

Hopkins High School
Graduated: June 2023 with honors

Skills Summary

Industry Experience:	Financial Services, Software Development, Customer Service, Food Service
Competencies:	Strategic planning, Customer Service, Organizational communication, Creative thinking, Attention to detail
Languages:	COBOL, JCL, Java, JavaScript, HTML, CSS, Python
Software/Tools:	MS Excel, MS Office, IntelliJ IDEA, MS Visual Studio, IBM Developer for z/OS
Operating Systems:	Windows, macOS

Experience

RBC Wealth Management, Bloomington, MN　　　　　　Jan 2024 – March 2025
Junior Software Developer

- Collaborated with traders, analysts, and compliance teams to design and implement software solutions aligned with business goals.
- Developed and maintained financial applications using Java, COBOL, and SQL, ensuring accuracy in trading, reporting, and risk management systems.
- Partnered with senior developers and project managers in Agile sprints, contributing to cross-functional collaboration and timely delivery.
- Gained exposure to multiple roles (trading, compliance, operations) by participating in cross-departmental meetings and system integration projects.
- Built and optimized SQL queries to process large datasets, improving reporting speed and data accuracy for stakeholders.
- Contributed to software enhancements that reduced manual processing time and increased workflow automation across departments.
- Documented system updates and created technical guides, making it easier for non-technical staff to adopt new tools.

Access Point Program, Bloomington, MN   Oct 2022 – Jan 2024

Software Apprenticeship

- Training under Daugherty Business Solutions through their Access Point program.
- Includes learning Python, Java, Web Scripting, JavaScript, and other coding languages.
- Also entailed learning etiquette and business skills to help develop professional skills in the workplace.
- Led a team in the development of a mobile application from concept to deployment, coordinating tasks and guiding technical direction.
- Presented the final product to local businesses, highlighting technical features and practical applications.
- Earned program recognition with an award at the Tekne Awards Gala, engaging in networking with business leaders and professionals.
- Delivered a talk at a Tech Talent conference, sharing insights and lessons learned from my apprenticeship experience.

Tavern 4&5, Eden Prairie, MN   Oct 2022 – Present

Hostess

- Greeted and welcomed guests with a professional, friendly demeanor to create a positive first impression.
- Managed reservations, waitlists, and seating assignments to optimize table turnover and guest satisfaction.
- Answered high-volume phone calls, scheduled reservations, and provided accurate information about restaurant services.
- Coordinated seating flow between servers to balance workloads and ensure timely service.
- Assisted in resolving guest concerns promptly and courteously to enhance the dining experience.
- Collaborated with managers and staff to support smooth front-of-house operations during peak hours.

YoYo Donuts, Minnetonka, MN   Nov 2021 – Jan 2023

Customer Service, Barista, Shift Lead

- Served over 300+ customers a day while providing excellent customer service.
- Opened and closed the store quickly and effectively.
- Prepared food and beverage orders for customers with high efficiency.
- Fostered strong relationships with customers to build store loyalty.
- Organized areas of the store to make them more efficient.
- Assigned and supervised duties to staff during shifts.
- Helped train and coach new employees.
- Resolved conflicts between employees and maintained a positive work environment.