RENCI YUAN TESORERO

Conroe, TX 77384

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EDUCATION

Expected in 05/2025 **Bachelor of Arts**: **Management Information Systems**
Sam Houston State University - Huntsville, TX
- 3.25 Current GPA

07/2023 **Associate of Arts**
Lone Star College System - Spring, TX

05/2020 **High School Diploma**
The Woodlands High School - The Woodlands, TX
- Honoree of National Honors Society
- Honoree of Math Honors Society

PROFESSIONAL SUMMARY

Motivated student working toward a Bachelors in Management Information Systems. Skilled multitasker with superior work ethic and good teamwork, problem-solving and organizational skills. Reliable and dedicated team player with hardworking and resourceful approach.

SKILLS

- Microsoft Office Specialist
- Basic Experience with SAP
- Exceptional with Computer Related Problems
- Great with Customer Service Relations
- Great Composure even when under pressure
- Both Team-Oriented and great when working alone

WORK HISTORY

12/2021 to 08/2023 **Barista**
Kung Fu Tea – The Woodlands, TX
- Enhanced customer satisfaction by tailoring personalized beverages with regular patrons.
- Maintained a clean and organized workspace for optimal productivity and safety.
- Increased repeat business by providing exceptional customer service and building rapport with patrons.
- Streamlined order processing through accurate cash handling and efficient use of the point-of-sale system.
- Handled customer complaints professionally, resolving issues promptly to ensure satisfaction and foster loyalty.
- Promoted a welcoming atmosphere by greeting customers with a friendly

demeanor and promptly addressing their needs.

05/2021 to 08/2021   **Sandwich Artist**
Subway – Magnolia, TX
- Provided exceptional customer services and well-crafted sandwiches.
- Maintained a clean and organized workspace, adhering to strict sanitation standards.
- Increased speed of service through effective multitasking and time management skills.

LANGUAGES

Filipino

Native or Bilingual