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| **REGINA SANTOS**  **320 Persia Ave San Francisco CA,94112**  Phone Number: (415)8508974  Reginarose.santos04@gmail.com | **SUMMARY**  Proven ability to identify business needs and develop valuable solutions to drive accuracy and process efficiency. Self-motivated, innovative and goal-oriented management professional committed to creating and building technology. Dedicated team player skilled at mediation and conflict resolution.  **SKILLS**  Languages: HTML&CSS, JavaScrip, and Java  **CERTIFCATION**  Certified QA Tester  **EXPERIENCE**  **Account Executive, Yelp Inc**  San Francisco, CA— 12/2015- 06/2016   * Drive the full sales cycle to attain new business: make introductory calls, assess business goals through qualifying, work with business owners in Yelp's platform and advertising packages, and close the deals. * Expertise in internet advertising and the world of small businesses Master the top CRM program, Salesforce.com.   **Uber Technologies Inc**  San Francisco, CA— 07/2014-12/2015  *Driver’s Specialist*   * Developed and conducted escalation onboarding sessions for new Driver’s specialists * Critically understand quantitative and qualitative patterns that are associated with safety trends * Created solutions that make a direct impact on Uber drivers. * Perceptive and logical data analyst with the proven ability to communicate with technical process * Built, structured and expanded Uber Eats and Uber Rush   *Brand Ambassador*   * Grow the driver-side of the business for San Francisco by signing up as many great people as possible to become Uber partners * Follow-up with leads in-person, by phone, or email * Created new recruiting opportunities based on local community knowledge Expand Uber brand   *Mobile Operations Assistant*   * A/B mobile app testing * Monitored and report data evaluations Created product analysis with mobile driver platform * Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access. * Coordinated with systems partners to finalize designs and confirm requirements. * Provided continued maintenance and development of bug fixes and patch sets for existing web applications.   **EDUCATION**  **Grantham University**  Bachelor of Science in Computer Science- Present- 2018    **San Francisco State University**  Dietetics Program- 2011-2014 |
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