

INTRODUCTION

Motivated and detail-oriented professional transitioning from a successful career in technology to the field of education. Over 13 years of experience in problem-solving, customer interactions, and team collaboration. Strong background in communication, mentoring, and organization. Seeking an evening, night, or weekend role in customer service, retail, or front desk operations while pursuing a degree in Secondary Education (History) at Arizona State University.

SKILLS & QUALIFICATIONS

- Excellent verbal and written communication skills.
- Customer service and client interaction experience.
- Strong problem-solving and critical thinking abilities.
- Experience mentoring and training team members.
- Familiarity with online communities.
- Highly organized with great attention to detail.
- Comfortable working independently or in a team setting.
- Experience with remote work and asynchronous communication (Notion, Slack, etc.)
- Bilingual: Fluent in English and Spanish.
- Proficient with Microsoft Office, Google Suite, and POS systems.

EXPERIENCE

Career Transition & Professional Development

2024 - Present | San Tan Valley, AZ

- Actively transitioning from a career in technology to education and customer service.
- Engaging in coursework preparation, research, and professional development to support new career goals.
- Enhancing communication, problem-solving, and organizational skills through independent projects and volunteer work.

Senior Frontend Engineer (Previous Career in Tech)

2012 - 2024 | Remote

- Led cross-functional collaboration with clients, designers, and developers.
- Mentored and trained junior team members, enhancing their skills and knowledge.
- Communicated complex concepts clearly and effectively in both verbal and written formats.
- Managed multiple projects, demonstrating strong time management and prioritization skills.

EDUCATION

Arizona State University

Secondary Education (History), BAE ▪ Fall 2025 | Tempe, AZ

Palomar Community College

Graphic Communications ▪ 2007 - 2009 | San Marcos, CA

ADDITIONAL EXPERIENCE & VOLUNTEER WORK

- **Mentor & Trainer** – Provided one-on-one guidance to students and professionals.
- **Event Coordination** – Assisted with organizing and managing community events.
- **Retail & Customer Service** – Familiar with sales, inventory management, and customer engagement.

LOOKING FOR

- Front Desk Associate / Hotel Receptionist
- Security Desk Attendant
- Retail or Customer Service Associate

AVAILABILITY

- **Evening, Night, and Weekend Shifts Preferred.**
- Open to part-time roles.
- Ready to bring strong communication and problem-solving skills to a new industry.