Sparky Sun Devil

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Education

Bachelor of Science in Communication, Minor: Psychology May 2027
Arizona State University, Tempe, Arizona GPA: 3.72/4.00

Internship and Leadership Experience

Human Resources Intern, Vanguard, Tempe, Arizona January 2025 - Present

- Conduct employee satisfaction surveys to assess team members' workplace experience and utilize feedback to enhance customer service practices.

Vice President, Hispanic Business Students Association, Arizona State University April 2024 – Present

- Collaborated with four other officers to develop a weekly agenda for organizing meetings for student members, featuring professional members of the community as guest speakers.
- Initiated communication with employers to facilitate connections between members and internship/opportunities with prestigious companies such as Wells Fargo, United Technologies, and Intel Corporation.

Work Experience

Office Assistant, Arizona State University, Tempe, Arizona February 2023-December 2024

- Acquired and distributed 400 brochures to enhance student awareness of available financial and career services.
- Elevated social media marketing across multiple platforms, leading to a notable 40% surge in engagement.
- Effectively resolved connectivity issues with the printer and video conferencing cameras.

Server, Pita Jungle, Tempe, Arizona April 2022 – November 2023

- Conducted training sessions for new employees, ensuring a comprehensive understanding of their responsibilities for seamless operations.
- Delivered exceptional customer service to over 100 guests daily, collaborating with team members to create an outstanding dining experience and foster repeat visits.
- Communicated effectively with guests to offer menu suggestions and promote daily specials oftentimes resulting in an up-sale of menu items

Academic Projects

Introduction to Management Communication, Arizona State University, Tempe, Arizona Spring 2025

- Created a marketing dashboard using Microsoft Office and analytics software to effectively track and analyze key metrics.
- Assigned responsibilities to group members according to their strengths and interests, optimizing teamwork and efficiency.
- Collaborated with teammates to present findings, utilizing research-based articles to reinforce our work and conclusions.

Skills

Languages: Fluent in Spanish
Technical Skills: Microsoft Access; Microsoft SQL Server; Confluence, Excel, Tableau