

Rafael Salazar-Cortez

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SUMMARY

Political Science student and bilingual (English/Spanish) professional with experience in logistics, government communications, and research. Skilled in distilling complex information into actionable insights, honed through logistics coordination and emergency response work requiring discretion under pressure.

KEY COMPETENCIES

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| ▪ High volume ticket/report handling | Tableau, Adobe Premier, Adobe Illustrator, DaVinci |
| ▪ Bilingual Support: Spanish | Resolve |
| ▪ Technical Experience: Outlook, MS power BI, | |
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EDUCATION & CERTIFICATIONS

Binghamton University	Expected, 2025
<i>B.A. Political Science</i>	<i>Vestal, NY</i>
<i>Relevant Coursework: Environmental Policy, Public Opinion</i>	

Northern Virginia Community College	May, 2023
<i>A.S. Business Administration</i>	<i>Woodbridge, VA</i>
<i>Relevant Coursework: Business statistics, Accounting, Economics</i>	

Business Information Technology Certification

Occoquan, Woodbridge, Lorton Volunteer Fire Department

EMS Billing & HIPPA Certification

RELEVANT EXPERIENCE

Dick's Sporting Goods	Jul. 2023 – Apr. 2025
Command Center Operator	<i>Binghamton, NY</i>

- Analyzed and synthesized high-volume data into productivity reports on **85K+ nightly packages**, identifying issues and relaying impactful information to managers, leading to increased productivity in 2025.
- Track and logged problem reports, resolving technical/logistical conflicts to minimize merchandise idle time.
- Coached team leads in maintenance protocol, improving efficiency across 6 departments and achieving PAR goals.

A&O Modular Installations/ Atlantic Corporate Interiors	Jul. 2020 – Aug. 2023
Warehouse and Installation Specialist	<i>Washington, D.C.</i>

- Liaised with U.S. Treasury Department clients to resolve logistical issues, demonstrating ability to navigate government protocols and prioritize critical tasks.
- Suggested process improvements for inventory systems and client communications while tracking inventory.

Buhrstone Home Improvement, LLC	Feb. 2018 – Jul. 2020
<i>Business Owner/Operator</i>	<i>Woodbridge, VA</i>

- Built and maintained a WordPress site with SEO optimization and handled sensitive financial documentation.

Community Service

Occoquan, Woodbridge, Lorton Volunteer Fire Department	Jun. 2017 – Oct. 2019
<i>Ambulance Driver</i>	<i>Woodbridge, VA</i>

- Calmed distressed patients/families during emergencies ensuring clear communication and gathering of critical information in a diverse community.
- Served as a bilingual interpreter (English/Spanish) to improve community communication.