# Angelina Natasha Solis

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## EDUCATION

**Bachelor's of Science in Computer Science**

Southern New Hampshire University · Manchester, NH · 2026

## EXPERIENCE

### Valet Cashier

**Wadorf Astoria Monarch Beach**                                           **August 2023 - Present, Dana Point, CA**

· Processed payments for all outgoing vehicles, improved accuracy of cash handling by 91%, and resolved customer disputes in a diplomatic manner.
· Processed an average of 100 customer transactions per day, maintaining a 99% accuracy rate and ensuring quick and efficient service.
· Utilized strong attention to detail while reconciling daily cash deposits, resulting in a consistent accuracy rate of 99.9%.
· Coordinated and managed valet operations for a luxury hotel, ensuring a seamless guest experience and maintaining a customer satisfaction rate of 95%.
· Managed challenging customer interactions by actively listening to concerns, empathizing with frustrations, and providing timely solutions.

### Crewmember

**Raising Cane's Chicken Fingers**                                   **June 2023 - August 2023, Laguna Hills, CA**

· Fostered experience in cash handling and maintaining store safety, ensuring adherence to company policies and standards.
· Thrived in a fast-paced and energetic environment, exhibiting the ability to keep calm and deliver quality service under pressure.
· Demonstrated exceptional customer service skills and a "people person" attitude, resulting in positive feedback from customers.
· Developed communication skills, engaging with customers and responding to needs in a clear and pleasant manner.

### Instructor

**Mathnasium**                                                            **January 2023 - May 2023, El Paso, TX**

· Utilized effective communication strategies to break down complex mathematical problems step-by-step, resulting in a 30% improvement in student comprehension and problem-solving skills.
· Assisted students individually to clarify concepts and provided additional support to struggling learners, resulting in improved test scores and academic performance.
· Maintained accurate records of student progress and communicated with parents to foster a supportive learning environment.

### Virtual Assistant

**AR Product Academy**                                                      **January 2022 - July 2022, Remote**

· Managed and organized emails, calendars, and schedules for a diverse client base spanning multiple time zones, resulting in improved efficiency and productivity for clients.
· Interacted with clients on a daily basis, answering inquiries and providing assistance, resulting in a 90% client satisfaction rate.
· Utilized strong problem-solving skills to analyze complex business needs and provide tailored solutions, resulting in a 30% increase in productivity for clients within the first month of engagement.
· Revamped existing processes for accessing and updating company-managed documents, reducing document retrieval time by 30%.

### Data Entry Specialist

**Upwork**                                                           **October 2021 - December 2021, Remote**

· Executed accurate and efficient data entry tasks, maintaining a high level of precision and attention to detail.
· Accurately entered and validated large volumes of data into databases, maintaining data integrity and accuracy.
· Maintained strict confidentiality and attention to detail when handling sensitive information and data.
· Entered data at an average speed of 80 words per minute (WPM) with fewer than 2% errors.

## SKILLS

Microsoft Office, Attention to Detail, Consumer-Oriented, Communication Skills, MacOS, Windows, Customer Service

Java, Python, C++, MySQL

## CERTIFICATIONS

**The Bits and Bytes of Computer Networking**

Coursera · 2023

**Technical Support Fundamentals**

Coursera · 2023