

# Alicia Ruz

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Soon-to-be graduate in Computer Science with a passion for software development, web page design, and video game development. Previous courses and extracurriculars have provided a foundation to expand upon easily with an ability to handle multiple tasks at once, and equipped with many transferrable skills. Ability to speak two languages fluently. Team player who thrives in cooperative environments, eager to utilize my experience, and willing to adapt.

## Work Experience

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### **Retail Sales Associate**

Mid-South Hobbies-Memphis, TN  
May 2019 to Present

- Provided exceptional customer service, ensuring a positive shopping experience for all customers
- Demonstrated expertise in product features and benefits to assist customers in making informed purchasing decisions
- Built strong relationships with repeat customers, increasing customer loyalty
- Maintained accurate inventory records and conducted regular stock checks to prevent out-of-stock situations, including receiving and restocking merchandise
- Assisted in the training of new sales associates, teaching company policies and best practices
- Handled cash transactions accurately and efficiently, maintaining a balanced cash drawer at the end of each shift
- Developed a strong understanding of product and features, enabling effective communication with customers
- Maintained cleanliness and organization of assigned areas within the store
- Managed multiple tasks simultaneously during busy periods while maintaining attention to detail
- Processed returns/exchanges efficiently according to company policies and resolved product-related issues in a timely and satisfactory manner
- Demonstrated proficiency in operating point-of-sale systems
- Maintained knowledge of current promotions, discounts, and special offers
- Demonstrated flexibility by adapting quickly to changes in store procedures or priorities

## Education

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### **Bachelor's degree in Computer Science**

University of Memphis - Memphis, TN  
August 2021 to Present

### **High school diploma**

Houston High School - Germantown, TN  
August 2017 to May 2021

## Skills

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- Git
- HTML5
- Computer Science
- JavaScript
- POS
- C/C++
- Python
- Microsoft SQL Server
- Cash Handling
- GitHub
- Retail Sales
- Ruby
- Ruby on Rails
- Merchandising
- Inventory management
- CSS
- SQL

## Languages

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- English - Fluent
- Spanish - Fluent