

EDUCATION

Florida International University Miami, FL
Bachelor of Business Administration December 2017
Major: Finance & International Business GPA 3.8/4.0

EXPERIENCE

City of Miami Beach Miami Beach, FL
Intern August 2016–Present

- Review results of Mystery Rider Surveys, identify all deficiencies in quality of service for the City's trolley system, and develop strategies to be implemented to enhance the overall Mystery Rider Survey
- Monitor ridership levels, execute trolley performance reviews by effectuating analyses, developing reports, and proposing recommendations for improvement
- Perform field inspections of trolley service operation and report contractor's non-compliance to contractual obligations

Valet & Parking Management Palm Beach Gardens, FL
Attendant January 2013–August 2015

- Ensured each customer received outstanding service by providing a friendly environment, including greeting, acknowledging every customer, parking, and recovering customer's vehicles in an efficient and safe way
- Improved efficiency by 50% at Carmine's Trattoria restaurant through planning, organizing, and executing a more effective and practical way of parking customer's vehicles
- Managed cash flows regularly of over \$400 per shift and ensured tips were appropriately disbursed amongst valet team and management

LEADERSHIP EXPERIENCE

Institute of Management Accountants June 2016–Present
President

- Spearheaded the foundation and recognition process of the Institute of Management Accountants Student Chapter at Florida International University
- Develop agenda for meetings, consult with officers, preside at assemblies, and appoint committee chairs
- Recruited interested students as well as a faculty advisor; assembled a board of directors
- Composed the constitution and bylaws of the Institute of Management Accountants Student Chapter at FIU

International Business Honor Society September 2015–Present
Secretary

- Record minutes of meetings, ensure accuracy, and availability
- Propose policies and practices, submit various reports to executive board, and maintain membership records
- Create, promote, and participate in fundraising campaigns for India service trip

VOLUNTEER EXPERIENCE

Disability Resource Center, Florida International University April 2016–Present

- Assessing professors, students, and parents' inquiries and tasks demanding compelling action
- Reading, scribing, and taking notes for students with disabilities

OTHER

Awards:

- Florida International University Dean's List December 2015–Present
- Palm Beach State College Dean's List December 2013–May 2014

Languages:

- Bilingual in English and Spanish