

# Irene Jimenez

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## Summary

Organized and motivated student eager to apply time management and organizational skills in various environments. I am seeking for new opportunities to expand my skills and knowledge, while facilitating company growth. I have good organizational skills, knowing how to prioritize tasks. I am enthusiastic, eager to contribute to the success of the team. I consider that I have excellent interpersonal and people skills, with a great capacity to listen and solve conflicts impartially offering a good communication.

## Education

### **BACHELOR'S DEGREE | MIAMI DADE COLLEGE**

- Major: Business Administration Supervision and Management – Human Resources
- Start Date: August 2023 – Current
- More information:
  - Certified Honor Society member

### **ASSOCIATES DEGREE | MIAMI DADE COLLEGE**

- Major: Criminal Scene Technology – Crime Scene Investigation
- Start date: August 2021 – May 2023
- More information:
  - American Dream Scholarship recipient
  - Certified Phi Theta Kappa Honor Society member
  - Certified National Society of Leadership and Success (NSLS) presidential member

### **COLLEGE CREDIT CERTIFICATES | MIAMI DADE COLLEGE**

- Crime Scene Technician (December 2022)
- Homeland Security (December 2022)

## Work Experience

**October 2021- December 2022**      **SALES ASSOCIATE (Full-time)**  
ZARA, Brickell City Center, Miami, FL

- Suggested ideas for improving store operations.
- Maintained knowledge of sales, promotions, return policies, and security practices.
- Handled customer complaints in a professional manner.
- Provided accurate information about products, prices, and services.
- Worked with fellow sales team members to achieve group targets.
- Trained new team members in cash register operation, stock procedures, and customer services.
- Understood and followed oral and written directions.
- Exceeded customer satisfaction by finding creative solutions to problems.

**February 2023 – SALES ASSOCIATE (Full-time)**  
**Current** Nike Well Collective, Miami, FL

- Built and maintained relationships with peers and upper management to drive team success.
- Analyzed customer feedback data to recommend improvements in service quality.
- Completed day-to-day duties accurately and efficiently.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues relates to our products and services.
- Recognized by management for providing exceptional customer service.
- Maintained updated knowledge through continuing educations and advanced training.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Prioritized and organized tasks to accomplish service goals.
- Maintained records related to sales for store management.
- Tracked sales performance metrics to identify trends in the marketplace.

### Skills & abilities

- Business and sales development
- Communication skills
- Self-motivated
- Leadership skills
- Team collaboration
- Critical thinking
- Money handling
- Reading comprehension
- Problem-solving abilities
- Exceptional customer service
- Multitasking abilities
- Data management
- Optimist
- Adaptability
- Interpersonal communication
- Social networking
- Excellent written and verbal communication
- Good listening skills
- Time management
- Reliable and punctual

### Additional information

- I volunteered in a day care center for seniors doing cognitive therapy activities and physical exercises during my 10<sup>th</sup> grade in Spain.
- In the last two years of high school, I achieved 370 community service hours, highlighting the ones I did in the Consulate of Spain in Miami and at my school during the Proficiency Exams that were taking place.

### Languages

- Fluent in Spanish and English