

THALIA DE MATTOS

+1 (321) 512-0034 • tgdmattos@gmail.com

• full-stack web developer •

OBJECTIVE

An ambitious Web Developer with additional experience in Customer Service, Leadership, Education, Illustration, and Digital Media. Immensely passionate Biology student at the University of Central Florida with a double focus in Zoology and Conservation. Partnered with Girl Scouts of America to teach Technology and Conservation classes to troops of girls ages 5-13. Seeking a position where any proficiencies and skills can be used to educate about and help save the environment.

EDUCATION

2017 - 2020 • Valencia College
A.A in General Education

2020-2022 • University of Central Florida
Bachelor's of Science in Biology (Zoology)

2021 • University of Central Florida
Certificate course in Full-Stack Web Development

EXPERIENCE / ACCOMPLISHMENTS

2018- Microsoft Store

2019 Product Advisor

- Maintained relationships with Business and Education partners, communicating in clear, concise, and compelling oral and written communications;
- Supported the creation and development of Technology and Conservation Summer Camp classes as well as planned and developed technology education classes in partnership with the Girl Scouts of America;
- Planned and developed store events and tournaments in order to incite awe and inspire guests to learn more about the Microsoft brand and technology.
- Provided assistance to guests and coworkers alike performing diagnostics and troubleshooting, organizing shared tools and resources, digitalizing files, file organizing, data entry, etc.

2014- GameStop - Orlando, FL

2017 Assistant Store Manager

- Assisted manager in daily operations of the store, also filling in for managers when they were away;
- Proof-read newsletters, magazines, emails, announcements, and any other written material that may have been published or made public by the store;
- Organization of files, merchandise stock, etc.
- Supervised projects such as game release events and store floor plan changes;
- Delegated and oversaw store tasks and projects, making sure to complete them in a timely manner in order to keep up with deadlines and projects, showing skill in prioritization, critical thinking, and attention to detail;

2016- Starbucks - Disney Springs West Side, FL

Barista

- Crafted handmade drinks and snacks alongside a team of over 10 Cast Members;
- Followed the "Disney's Four Keys" of Safety, Courtesy, Show, and Efficiency as a foundation for an approach to Customer Service (and always followed the newest key, "Inclusion") in order to provide the best experience to guests "the Disney way";
- Served 150+ guests a day, excelling in fast-paced environments and proving to be easily adaptable to rapidly changing work environments.

SKILLS

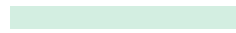
Customer Service



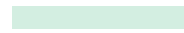
Computer Skills



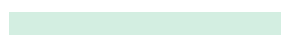
Strategic Multitasking



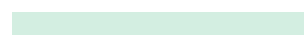
Web Development



Graphic/Digital Design



Education



• references available upon request •