

Alexis Rubio

Miami Lakes, FL | (305) 205 - 3518
alexisoliviarubio@gmail.com

Organized, detail-oriented web designer and manager with experience in customer service roles leading teams in efficient collaboration and delivery of services. Seeks opportunities to utilize creative, entrepreneurial mindset to expand communication skills and innovate existing business practices.

Proficiencies

Communication Skills: •Bilingual in Spanish • Customer Service •Managing Teams• Social Media Awareness • Moderating Public Forums

Soft Skills: Business Operations• Inventory Management

Programming Languages:

C++ • HTML5 • JAVA

Software: Excel •MS Office• Microsoft Teams • ZOOM • Adobe Photoshop • Adobe Illustrator • Procreate

PROFESSIONAL EXPERIENCE

Teller – 2022 - PRESENT

Tropical Financial Credit Union || Miramar, FL

- Familiarizing self with members and their finances, while considering for opportunities and referrals that may aid the member
- Conducting every interaction and transaction with each member in professional manner
- Participating in events and projects within the credit union to stay connected with other departments

Web and Graphic Designer, Consultant – 2012 - PRESENT

Freelance

- Conceptualize and coding webpage designs while providing technical support as needed
- Designs based upon customer specifications
- Educate and assist users in proper maintenance and updating of webpages

Assistant Manager – 2020 - 2022

DG ACE Hardware || Sarasota, FL

- Regulate inventory including updating price changes, promotional items and ensuring stock does not reach the negatives
- Manage internal and external communication, mediate conflict resolution while managing customer expectations
- Audit closing cash drawers and prepare cash drawers for the following day

Stage Manager – 2020 – COVID CLOSURE

The Player's Theatre || Sarasota, FL

- Coordinated rehearsals, crew meetings, costume fittings and set reviews for multiple productions
- Directed a team in building sets and creating costumes while organizing necessary materials and staff for productions
- Maintained records of the preparation of each production

Shift Leader – 2020 – COVID CLOSURE

Starbuck || Sarasota, FL

- Documented and regulated inventory, supply orders, and maintaining properly dated goods

- Lead the floor schedule including well timed breaks, lunches, and position shifts keeping a steady work flow and uninterrupted customer experience

Assistant Store Manager – 2016 – 2019

GameStop || Sarasota, FL

- Assisted in the hiring and onboarding of new employees
- Trained new employees on proper work procedures and policies
- Managed all aspects of running the store such as scheduling, sales, inventory control, trend displays and customer service

Sales Associate and Representative – 2014 – 2015

GameStop || Sunrise, FL

- Determined customer needs and suggested items regarding games, consoles and computers

Education

Ringling College of Art & Design

Bachelor of Fine Arts, Illustration
MAY 2019

Strayer University

Associate of Arts, Information System
JUNE 2014

