

CARLOS PARRILLA

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## EDUCATION

Bachelor of Science, Computer Science

Bachelor of Arts, Philosophy

*East Carolina University – Greenville, North Carolina*

## WORK EXPERIENCE

Au Bon Pain

Raleigh, NC

01/23/2017 – 02/27/2019

Customer Service Representative

Weekend Baker

Shift Supervisor

ITCS Student Technician 09/17/2013 –

05/08/2015 East Carolina University

Greenville, NC

Take guest orders

Prepare guest orders

Resolve guest complaints

Train new employees

Maintained and repaired equipment

Installed and updated software

Opened and closed support tickets

Troubleshooted technical problems in classrooms all across the Heath Sciences West Campus

## SKILLS & ABILITIES

### **Language**

Bilingual – Completely fluent in English and Spanish

### **Programming Languages**

C, C#, C++, Java, Javascript, HTML

### **Communication**

Excellent verbal and written communication skills

### **Problem Solving**

Able to analyze a situation, adapt, and improvise in order to solve problems in fast paced environments

### **Teamwork**

Experienced in both leading and working as part of a team

Excellent conflict resolution skills

### **Computer Literate**

Well versed in Microsoft Office

Able to quickly adapt to new software

### **Organization**

Ability to multitask, work under pressure, and coordinate multiple projects simultaneously, all while meeting deadlines and maintaining attention to detail