

# AILANY ZAMANIEGO

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## SUMMARY

I'm a trustworthy and friendly individual. I'm a really laid-back person who enjoys working with others. In addition to being bilingual in Spanish and English, I have a lot of excellent customer service skills. I have over two years of customer service experience, and I'm a really bubbly and lively person. I also perform well in hectic, fast-paced settings!

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## WORK EXPERIENCE

**Barista , Starbucks** **June 2022 - Sept 2024**

- Delivered each customer with unique and friendly experiences while crafting great beverages for them.
  - Trained new baristas on proper brewing techniques, drink recipes, and customer service protocols
  - Collaborated with my team to develop and implement highly effective strategies for optimizing store operations and achieving our goals.
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## LEADERSHIP EXPERIENCE

**Vice President, Girls Who Code** **Aug 2022 - June 2023**

- Provided peers with events and opportunities to improve their coding skills.

**Club Member, Equity Counsel** **Aug 2021 - June 2023**

- Conceptualized affective strategies to improve school wellbeing on campus between neighboring schools.
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## EDUCATION

**Highschool Diploma** **Aug 2019 - June 2023**

Silver Creek Highschool

**Aug 2023 - Present**

**Undergraduate: Computer Science**

San Jose State University

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## ADDITIONAL INFORMATION

- **Skills:** Problem Solving, Leadership, Adaptability, Communication
- **Languages:** English, Spanish
- **Certifications:** Food Handlers
- **Awards:** Partner of the Quarter Awarded by Manager

"Congrats on being awarded Partner of the Quarter! For continuously supporting your partners, being a calm in the weekend rushes, and being a light in the room when you walk in! We appreciate all that you do; being reliable for your scheduled shifts, taking initiative with tasks, and always being happy to help. Thank you, Partner!"