

Mariana Judith Arellanes Aldaco

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EDUCATION

B.S, Business Management Information System

May 2024

San Jose State University, San Jose, CA

GPA: 3.21

- Relevant coursework: Computer tools (Excel and Word) / Introduction to Python

WORK EXPERIENCE

Fellow, SJSU College Corps, AmeriCorps - San Jose, CA

Aug 2022 – Present

- Provide computer programming enrichment in a small group format for underserved 3rd to 6th graders attending after-school programs.
- Mentoring a group of four kids to teach about beginning programming.
- Teamed with 7 people to develop enrichment materials and unplugged kits to teach the kids
- Actively participate in training, team meetings, and weekly seminars.
- Engage in service initiatives by assisting Sacred Heart to distribute food and clothing to 10,000+ families annually

Front Desk Associate, Hotel Elan - San Jose, CA

Nov 2020 – Aug 2021

- Analyzed date-stamp, sort and rack incoming mail and messages, which led to an increasing organization and productivity by 20 percent.
- Kept records of over 58+ room availability and over 10,000 guest's accounts, manually or operating computers.
- Reviewed accounts and charges with guests during checkout process as well as correct any mistakes.
- Increased revenue by 15 percent over a ten-month period.
- Performed bookkeeping activities, such as balancing accounts and conducting nightly audits as well as managing \$5,000 in sales money.

Guest Advocate, Target - San Jose, CA

May 2020 – Jan 2021

- Resolved customer service or billing issues by refunding money or adjusting bills.
- Leveraged relationship-building skills to de-escalate customers with complex billing and account maintenance concerns.
- Compared disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods, verified improvement was made to address consumer issues.

LEADERSHIP ACTIVITIES & VOLUNTEER EXPERIENCE

Fellow, The Braven Accelerator – San Jose, CA

Aug 2022 – Nov 2022

- Developed workforce skills such as leadership, operating and managing, communicating & networking, working in teams, by completing a 15-week leadership and professional development course.
- Designed a career plan by outlining 7 specific, short-term goals using the SMART goals method and identifying possible obstacles, strengths, and support systems to help achieve each goal.

Food Distributor, Second Harvest & Sacred Heart – San Jose, CA

Sep 2022 – Apr 2023

- Distribute food for over 500+ families a day.
- Performed volunteer services as a food distributor for a nonprofit organization by packing food to 10,000 families in San Jose.

SKILLS & TECHNICAL SKILLS

Technical skills: Conflict Resolution, Bilingual, Guest Service, Hotel Booking, Hospitality, Fluent in Spanish