

# Marlene Briseno

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☎ (408) 420-7773

📍 San Jose, California

## Profile

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Eager MIS junior student with a keen interest in transitioning into the IT field through a valuable internship opportunity. Equipped with robust customer service retail experience, demonstrating adaptability, effective communication, and problem-solving skills. Driven by a strong desire to learn and advance computer proficiency while contributing to innovative IT projects.

## Professional Experience

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2024/06 – present  
San Jose, CA

### Student Assistant

*San Jose State University*

- Completed special projects assigned by professor within specified deadlines while balancing regular duties effectively.
- Assisted in research projects, contributing to groundbreaking findings in various studies, collaborating with other research assistants.
- Copied, organized and distributed classroom assignments or other paperwork.

2023/03 – present  
San Jose, CA

### Sales Associate

*JcPenney*

- Consistently achieved a 20% increase in client engagement by effectively educating them on current promotional offerings and products, leveraging persuasive selling tactics.
- Collaborated with team members to achieve sales targets and maintain a clean, well-stocked store environment.
- Ensured compliance with company policies and procedures while processing transactions efficiently.

2021/05 – 2023/04  
San Jose, CA

### Order Fulfillment

*Home Depot*

- Streamlined order fulfillment processes by implementing efficient picking and packing techniques.
- Addressed customer queries and complaints regarding orders to resolve issues, increase satisfaction and build trust.
- Reviewed order slips, picked products and staged merchandise to be shipped.

2020/06 – 2021/08  
San Jose, CA

### Food Drive Participant

*Hunger At Home*

- Maintained cleanliness and organization of workstation, replenished and prepared utensils and handled food products with close attention to health and safety.
- Delivered food boxes containing carefully selected essentials to families experiencing food insecurity, ensuring access to nutritious items and essential supplies during challenging times
- Trained new volunteers in proper procedures for sorting, packaging, and distributing donated items.

## Education

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2024/01 – present  
San Jose, CA

### Bachelor of Science: Management Information Systems

*San Jose State University*

GPA: 3.65

Relevant Coursework:

- Database Management Systems

2021/08 – 2023/12  
San Jose, CA

**Associate Degree For Transfer: Economics**

*Evergreen Valley College*

GPA: 4.0

Relevant Coursework:

- Computer Information Technology
- Program Design and Development

**Skills**

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Programming C	● ● ● ● ●	Google Applications	● ● ● ● ●
Lucid Chart	● ● ● ● ●	MySQL	● ● ● ● ●
Team worker	● ● ● ● ●	Deadline-driven	● ● ● ● ●
Microsoft Office Applications	● ● ● ● ●		

**Languages**

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- English
- Spanish

**Activities**

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2024/02 – 2024/05  
San Jose, CA

**Managment Information Systems Association (MISA), SJSU**

*Member*