

Osvaldo Zavaleta

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EDUCATION

San José State University

B.S., Business Administration | Management Information Systems (MIS)

Expected Graduation 2024

Relevant Coursework

Computer Tools for Business (Excel)

Managerial Accounting

Fluent English

Proficient Spanish

Experience

Resident Advisor | SJSU University Housing Services | San Jose, CA

August 2021 – June 2022

- Assisted 36 first-time freshmen living on campus as they made the transition from high school to college.
- Contributed to resident and community well-being.
- Maintained safety and security of the building by performing duty responsibilities on a rotating basis with community walks, enforcing school policies, and responding to crisis situations.

Front Desk Receptionist | Lupe Gomez Income Tax | Santa Ana, CA

August 2019 – June 2020

- Greeted and welcomed customers and provided them with a positive first impression of the team.
- Performed a variety of general administrative duties which included assisting customers, collecting fees, opening and closing procedures, scheduling, and file and record maintenance.
- Handled incoming and outgoing telephone calls with overall customer satisfaction.
- Coordinated with staff members to provide an exemplary customer service environment.
- Complied with procedures, rules, and regulations on keeping a safe and clean environment during COVID-19.

Professional Leadership Experience

National Residence Hall Honorary | Member | San Jose, CA

January 2020 – May 2021

- Recognize the top 1% of student leaders living in college and university housing
- Advocating for the interests and welfare of residence hall students, while also gaining opportunities for their personal growth and development.
- Development and continued commitment to leadership within the areas of recognition, community service, and scholastics on the local, regional, and national levels.

SKILLS AND COMPETENCIES

Customer Service, Time Management, Communication, Leadership, Administrative Support, Office Administration, Hospitality Industry, Cash Handling, Food Preparation, Opening and Closing Procedures, Scheduling, File and Record Maintenance, Front Desk Assistance, Telework, Phone Etiquette, Project Coordination, Customer Relationship Management, Microsoft Office, G-Suite, Event Management