

# RODRIGO ALONSO

San

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## EDUCATION

### **B.S., Management Information Systems**

San Jose State University, San Jose, CA

August 2025 - May 2027

### **A.A., Business Administration**

Ohlone College, Fremont, CA

August 2022 - May 2025

## WORK EXPERIENCE

### **BJJ Instructor**, Alpine Hills, Portola Valley, CA

May 2024 - Present

- Spearhead a children's self-defense program, turning it to the top-grossing extracurricular offering in 2024, exceeding revenue goals and boosting overall enrollment and retention.
- Coordinated class logistics for 10+ students, demonstrating project management and leadership skills in a dynamic, client-facing environment.

### **Sales and Service**, T-Mobile, Fremont, CA

January 2024 - June 2024

- Managed end-of-shift cash transactions and daily cash counts, utilizing a database to ensure accuracy and reconcile financial records with precision.
- Optimized goals across activation, upgrades, accessories, insurance, and ARPU; logged activity in CRM and followed up on leads to reduce churn.

### **Retail Sales Representative**, Metro by T-mobile, Fremont, CA

August 2023 - January 2024

- Incorporated retail inventory software to receive stock, perform cycle counts, process transfers, and maintain accurate on-hand levels; flagged shrink or discrepancy trends.
- Managed customer onboarding: activated new lines, completed number port-ins, set up SIM/eSIM, migrated data, and created accounts while following CPNI identity-verification standards.
- Maintained planogram standards, refreshed promo signage, and kept pricing accurate to boost conversion; achieved 100% retention for the quarter.

## CERTIFICATIONS

Certificate of Achievement in Accounting, Ohlone College

Issued May 2025

Completed a structured program providing a strong foundation in financial and managerial accounting.

Acquired essential skills in preparing and analyzing financial statements, budgeting, cost analysis, and applying accounting principles to business decision-making.

## SKILLS

Technical: Excel, Google Sheets, POS systems, CRM (lead tracking & follow-up), Data Entry & QA, Canva, Adobe Photoshop

Business & Accounting: Payroll Processing, Financial Data Analysis, Cash Reconciliation, Sales Operations, Customer Needs Analysis, KPI Tracking, Stakeholder Communication, Public Speaking

## TECHNOLOGY

Google Suite

(Docs, Sheets, Slides, Forms)

Microsoft Office

(Excel, Outlook, Word)

Adobe Photoshop

Python

## INDEPENDENT PROJECTS

### **Need to Believe Foundation**, Alonso Academy

June 2022 - Present

- Tutored martial arts to children with special needs in classes of 15–20 students; adapt instruction to varied abilities while fostering confidence and participation.