

# Adrian C. Vega-Traverso

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## Career Summary

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Bilingual (English/Spanish) customer service professional with hands-on experience in retail, food service, inventory tracking, and healthcare operations. Proven track record of engaging customers, maintaining a clean and well-stocked environment, and building repeat business with zero service complaints. Comfortable with basic computer systems and technology, a fast learner in new training programs, and reliable working independently or as part of a team. Currently pursuing a bachelor's degree in Management at the University of Central Florida.

## Education

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**BSBA: Management (In Progress)** | University of Central Florida | Orlando, FL      *Expected Graduation 2028*

## Relevant Skills

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Customer Service & Engagement | Inventory Management & Stocking | Bilingual: English & Spanish | Basic Computer & Technology Skills | Cash Handling & Point of Sale | Merchandising & Store Appearance | Communication & Teamwork | Microsoft Suite (M365)

## Experience

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**Team Member** | Mi Apa | Gainesville, FL      *Dec 2024 – May 2025*

- Proactively engaged and communicated with customers in both English and Spanish to create a positive, customer-centric experience
- Maintained and tracked inventory for current and subsequent shifts, keeping stock organized and well-labeled
- Upheld customer satisfaction and store standards by providing efficient, friendly service

**IT Club Member** | Santa Fe College | Gainesville, FL      *Jan 2025 – Jan 2026*

- Practiced network security, database management, and technology troubleshooting
- Studied how hardware and software interact within computers to strengthen technical and problem-solving skills

**Team Member** | Dunkin' Donuts & Baskin Robbins (Stuttgart Panzer Kaserne)      *Aug 2023 – Aug 2024*  
| APO, AE

- Independently managed store operations during multiple opening and closing shifts, ensuring a neat, clean, and well-stocked environment
- Maintained inventory, labeling, and organization within storage and cooling units, scanning and filling stock as needed
- Built strong customer relationships and repeat business, receiving zero complaints regarding service

**Pharmacist and Nurse Assistant** | Ramstein AFB (Career Practicum) |      *Aug 2022 – May 2023*  
APO, AE

- Delivered attentive, client-focused service while maintaining patient information and confidentiality
- Maintained professional standards and reliability within a fast-paced military installation workplace

**Ramstein Bazaar Volunteer** | Ramstein AFB | APO, AE      *Sep 2022*

- Assisted in the organization and distribution of resources to over 20 vendors
- Observed and supported business and merchandising practices used by international and local sellers

## Relevant Coursework

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Introduction to Programming (C++) • Introduction to College Computing (M365) • Technical Communication • Microeconomics • Public Speaking • Macroeconomics • Principles of Accounting I & II • Public Speaking • Managerial Accounting