

Kayla Zapata

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Education

Elon University

Bachelors of Science in Accounting

Honors: Presidents List, Presidential Scholarship

Elon, NC

May 2029

Work Experience

Campus Technology Support

Service Desk Assistant

Elon, NC

May 2026 – July 2026

- Troubleshooted hardware or software issues in a timely manner
- Documented nearly 20 support request on team dynamics in an accurate and proficient manner
- Actively listened and communicated with customers on the phone
- Provided first level technical support
- Helped users with login issues by resetting their passwords and escalated advance technical issues

Tropical Smoothie Cafe

Crew Member

Burlington, NC

February 2026- July 2026

- Prepared and customized more than 527 smoothies each week while maintaining exceptional quality, consistency, and food safety standards.
- Operated the point-of-sale (POS) system to accurately process cash, credit, and mobile transactions in a fast-paced environment.

Starbucks

Barista

Farmington, CT

August 2023–August 2024, 2025

- Craft beverages and drinks for 100 customers a day, learn about the Barista Craft which is a technique where we accurately prepare our menu
- Input accurate orders on the point of sale system which lead to a increase of customer satisfaction

Leadership and Activities

Supply Chain Management Club

Secretary

Elon, NC

May 2026 – Present

- Coordinate communication between executive board members and club members to ensure ideas are executed in a timely manner
- Accept prospective members via Phoenix Connect in order to maintain our members records
- Traveled to different distribution centers such as Biscuitville to learn more about how products are transported for consumer consumption

Vita/HRA

Volunteer

New Britain, CT

January 2024– April 2024

- Earned the **IRS VITA Tax Preparer Certification** through specialized tax preparation.
- Prepared federal and state income tax returns for low-income individuals, seniors, and families while ensuring accuracy and confidentiality

Skills

Technical skills: Microsoft Excel and Outlook

Soft Skills: Detailed Orientated

