

# Angelina Cognasi

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## Education

Texas State University – San Marcos • College of Liberal Arts San Marcos, TX

• Bachelor of Science in Applied Sociology, Minor in Communication Studies May 2017

- Course work includes: Quantitative Research; Qualitative Research; Research Methods; Statistics; Family Sociology; Globalization; Advanced Public Speaking; Small Group Communication; Interpersonal Communication.

## Work Experience

**Crisis Center of Comal County**

New Braunfels, TX

**Intern**

January 2017-Present

- Helping victims via hotline phone calls
- Presenting crisis information to middle school/high schools
- Assisting with victims in the shelter

**H-E-B Grocery**

New Braunfels, TX

**Customer Service/Cashier**

October 2014-Present

- Aiding customers in processing transactions of goods and services
- Providing superior service and customer interaction
- Make change and collect payment for customer purchase

**Plato's Closet Thrift Store**

College Station, TX

**Key Holder/Shift Manager**

October 2011-April 2014

- Responsible for daily shift employees and their tasks
- Helping customers with questions about items in the store
- Collected all information of the days sales
- Closed down/balanced all tills
- Gathered daily sales in nightly reports

## Skills

- MS Word; MS PowerPoint; MS Excel; SPSS Data Research
  - Extensive computer experience and the ability to learn new programs at a fast pace
  - Networking capabilities
  - Relationship building tendencies and staff development experience
  - Superior customer service and conflict resolution ability
  - Superior critical thinking and problem solving capabilities
  - Highly adaptable, flexible, diligent, and resilient employee with excellent work ethic
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