

Carla S. Reyes Vargas

(919) 827-2406 | carlasofiav14@hotmail.com | 1450 Barton Place Drive, Raleigh, NC 27608

Highly organized and self-motivated customer service professional with 4+ years of experience in fast-paced environments, including pharmacy settings, retail, and food service. Proven track record of delivering exceptional support to diverse customers, teams, and stakeholders.

EDUCATION

Information Technology: Web and UX Design

Wake Technical Community College, Raleigh, NC

2024-Present

Diploma in Photography

Centro de la Imagen, Lima, Peru

2018

Microsoft Office Certification

CIMAS, Lima, Peru

2013

Small Business Management Certification

COFIDE, Lima, Peru

2013

LANGUAGES: Spanish, English

EXPERIENCE

Robotics Coach / Intern

Zebra Robotics - Raleigh, NC

May 2025 to Present

- Guide elementary students through hands-on robotics projects using LEGO WeDo 2.0, providing assistance and instruction for constructing and programming robots.
- Monitor student attendance and facilitate daily STEM activities including Minecraft team contests and problem-solving exercises.
- Create engaging challenges to maintain student motivation while fostering collaboration and critical thinking skills.

Customer Service / Cashier

Logan's Garden Shop - Raleigh, NC

October 2024 to August 2025

- Assist customers with product returns, manage their plant's delivery or any other seasonal service the shop offers.
- Handle phone inquiries about product availability, store hours, and current promotions.
- Process transactions accurately using POS systems, while adhering to security protocols.

Pharmacy Technician

Glenwood South Pharmacy & Market - Raleigh, NC

March 2023 to September 2024

- Assist pharmacists with medication fulfillment, ensuring timely and precise delivery to patients.
- Respond to numerous phone calls daily, offering professional support to patients, customers, and healthcare teams.
- Order, stock, and organize pharmacy inventory to ensure availability of medications.

Server

Beachcomber Resort and Club - Pompano Beach, FL

June 2022 to February 2023

- Accurately took food and drink orders, considering customers' preferences and dietary needs.
- Completed side tasks such as preparing various coffee drinks, restocking supplies, and setting tables to support restaurant operations.

Server / Bartender / Lead Barista

The Westin Fort Lauderdale Beach Resort - Fort Lauderdale, FL

September 2019 to March 2022

- Seamlessly transitioned between roles, ensuring exceptional guest service, order management, and drink preparation.
- Managed financial transactions, inventory, and upheld company standards across various positions within the hotel.
- Excelled in customer engagement, from resolving concerns to recommending menu items, creating a positive dining experience.