

ANA M. CASTRO MELGAR

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PROFILE

- 10+ years solid customer service and sales experience using excellent interpersonal skills
- Ability to work in a team and independently while using leadership and communication skills
- Self-motivated and friendly professional who can effectively build rapport with coworkers, and clients
- Adapts to fast paced environments while maintaining attention to detail and taking initiative
- Proficient with Microsoft Word, PowerPoint, Outlook, and Excel
- Fluent in English and Spanish

EDUCATION

University of Colorado Denver (CU Denver)

Expected Graduation: May 2024

Major: B.S. Biology | Emerging Leaders Certificate (In-Progress)

Community College of Denver (CCD)

Graduated May 2018

Associate of Science

Arrupe Jesuit High School

Graduated May 2015

- Earned and maintained First Academic Honors

- Recognized as an Outstanding Worker in Corporate Work-study Program (CWSP)

WORK EXPERIENCE

University of Denver,

Low Income Taxpayer Clinic

Denver, CO

August 2023 – Present

Legal Administrative Assistant

- Assist the clinic with translation services for its Spanish speaking clients, including scheduling meetings, translating emails, and attending meeting

Apple, Inc.

Broomfield, CO

November 2018 – Present

Technical Expert (November 2021 – Present):

- Properly disassemble, repair and replace parts in phone units
- Provide guidance towards team and store to ensure proper operations are in place
- Ensure required supplies are in-stock and sufficient back stock to maintain repair room operations
- Guide customers in determining their desired outcome to find a solution for their issue at hand

Apple Events – Event Support Experience (June 2023, Cupertino, CA)

- Support the annual Worldwide Developers Conference with attending high profile individuals in transporting them around the Apple Park Campus and directing general traffic

AppleCare at Home Advisor (April 2020 – January 2021):

- Supported an online department in answering phone calls for finding the best resolutions to customer's issues with devices, billing, technical questions, etc.

Technical Specialist (December 2019 – November 2021):

- Aided multiple customers at once using internal databases, relative scenarios and troubleshooting to resolve technical issues
- Curated relative repairs and explain procedures and policies to customers

Specialist (November 2018 – December 2019):

- Presented a personalized experience to customers to finding the most relative and fulfilling purchases for their daily and business needs
- Translated for Spanish speaking customers
- Served active member and leader on the store Visuals team in verifying store standards are being met and the store presentation is always at its best

Joseph H. Thibodeau, P.C. **Denver, CO** **August 2012 – December 2019**

Receptionist/Administrative Assistant:

- Supported daily office operations such as answering phones, filing administrative paperwork, and transcribing confidential conversations between the office, clients, and attorneys
- Provided assistance in translating for office meetings, conference calls, and court settings for clients
- Conducted meetings and organized paperwork for relative and non-profit projects the office would assist in

Drs. Bassett, Wallace, Selner & Taylor **Denver, CO** **August 2013 – August 2015**

Assistant:

- Ensured that all the instruments are sterilized throughout the day and available to be used by the doctors, dental assistants, and dental hygienists in each room
- Memorized and accurately set-up, sanitized and displayed patient rooms for each appointment
- Maintained patient rooms with necessary supplies for upcoming appointments

Target **Westminster, CO** **November 2013 – February 2014**

Team Member:

- Provided assistance to customers in obtaining the requested merchandise and collecting their payment

Memorized store layout and presentation and aided other team members in organizing weekly inventory

Comex Group **Denver, CO** **January 2012 – June 2012**

Human Resource (HR) Department:

- Filed documents, organized stock room supplies, and assisted HR members with specific requests
- Called store locations to verify information and answered phones relative to projects and orders

Integrated Airline Services **Denver, CO** **August 2011 – December 2011**

Accounting Department:

- Completed duties including emailing, filing, faxing, organizing documents, and calling for invoices
- Entered invoice information into accounting software

OTHER WORK EXPERIENCE

Arrupe Jesuit High School combined quality educational opportunities with a unique Corporate Work-study Program of direct, on-the-job training for its students. Required to work five days per month during the school year earning 65% of my high school tuition.

EXTRACURRICULAR & VOLUNTEER ACTIVITIES

Project Graduate Program (COSI)	Denver, CO	January 2022 – Present
CU Denver, TRIO Student Support Services	Denver, CO	January 2019 – Present
University of Denver, Low Income Taxpayer Clinic.	Denver, CO	August 2020 – August 2023
CU Denver, Mentor Collective	Denver, CO	August 2022 – June 2023
Denver Urban Scholars, Alumni Peer Mentor	Denver, CO	August 2018 – August 2019
CCD, TRIO Student Support Services	Denver, CO	August 2016 – June 2018
Arrupe Jesuit High School Tutor	Denver, CO	September 2014 – May 2015
Soup Kitchen Volunteer	Denver, CO	January 2013 – June 2013
Escuela de Guadalupe Tutor	Denver, CO	January 2013 – June 2013
Arrupe Jesuit Generals for Justice	Denver, CO	November 2012 – May 2015