

# Jessica Villalobos

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(847) 856-9945

## OBJECTIVE

Aspiring and dedicated candidate pursuing opportunities in a professional and team oriented environment for career advancement. Seeking a position where my experience will allow me to make an immediate contribution as an integral part of a growing and progressive company.

## EXPERIENCE

**RecSports Facilities (Carroll University)**      Waukesha, Wisconsin      August 2020 – March 2021

### *Team Member*

- Maintained the professional appearance of the locker rooms, gym, front desk and all other areas for 2 RecSports locations.
- Directly worked and communicated with the student base by developing strong relationships with staff and students, and effectively enforced all COVID-19 policies.
- Checked in guests, provided guest orientation, and ensured all amenities were always clean, prepared and well stocked
- Responded to guest and management requests
- Performed opening and closing duties
- Complied and enforced all company safety rules

**Mano A Mano (Family Resource Center)**      North Chicago, Illinois      March 2020 – July 2020

### *Team Member (Volunteer)*

- Followed supervisor's instructions and adhered to a set schedule
- Adjusted performance based on feedback and cultivated positive working relationships
- Effectively worked and organized, with an attention to detail
- Effectively used and administered work through Microsoft Office/Teams

## EDUCATION

Carroll University

Waukesha, Wisconsin

Present

- GPA: 3.5/4.0

- *Member*, Latin American Student Organization; *Volunteer*, Feed My Starving Children

College of Lake County

Grayslake, Illinois

June 2019 – May 2021

- General Education Courses

Waukegan High School

Waukegan, Illinois

- High School Graduate June 2019
- GPA: 3.86/4.0
- *Member*, National Honor Society; *Member*, Cross Country; *Member*, Track & Field

## SKILLS

- Familiar with Microsoft Word™ and Excel™
- Strong Oral and Written Communication Skills
- Customer Facing
- Problem-Solving
- Active-Listener
- Detail Oriented

## CERTIFICATES, CERTIFICATIONS and AWARDS

*Illinois WorkNet*

State of Illinois

July 2021

- Received State of Illinois Certificate for Career Advancement

*Employee Connections, Inc., NFP*

Waukegan, Illinois

July 2021

- Social Media Etiquette Certificate
- Interpersonal Communication Certificate
- Conflict Resolution Certificate
- Diversity & Inclusion Certificate

## REFERENCES

References are available upon requests.