

Tania Feliz

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OBJECTIVE

To obtain a position as the Freshman Representative on the executive board of The Society of Hispanic Professional Engineers (SHPE).

EDUCATION

Rensselaer Polytechnic Institute, Troy, NY
Bachelor of Science in Management

Expected Graduation: May 2012

Walter G. O'Connell High School, Copiague, NY
High School Diploma, GPA: 87/100 | Class Rank: 35 out of 310

Graduated: June 2007

EMPLOYMENT HISTORY

Waitress -The Bristol Assisted Living, Massapequa, NY

August 2007 - July 2008

- ◆ Analyzed crisis' situations and resident problems and came up with solutions to ensure customer satisfaction.
- ◆ Communicated with residents diagnosed with Alzheimer's disease and Parkinson's disease to assist when needed.
- ◆ Assisted in training new staff members using existing procedures and policies.

Telemarketing Agent - Slomins, Hicksville, NY

April 2007 - June 2007

- ◆ Delivered prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service
- ◆ Increased knowledge of principles and methods for showing, promoting, and selling products or services, which included but was not limited to, creating marketing tactics, product demonstrations, sales techniques, and sales control systems.

Customer Service Agent - NetTel USA, Farmingdale, NY

March 2004 - April 2007

- ◆ Gained experience in providing customers with personal services, which included completing customer needs assessments, meeting quality standards for services, and evaluating customer satisfaction.
- ◆ Conferred with customers by telephone or in person in order to provide information about products and services, take orders or cancel accounts, or adjust bills.

LEADERSHIP AND ACTIVITIES

Society of Hispanic Professional Engineers (SHPE)

September 2008 - Present

National Society of Black Engineers (NSBE)

September 2008 - Present

Mock Trial Democratic Leader

May 2007

Varsity Volleyball

September 2003 - December 2006

Varsity Basketball

November 2003 - February 2005

HONORS

Leadership & Academic

- ◆ Presidential Educational Awards Programs in recognition of Outstanding Academic Achievement 2007
- ◆ Copiague District Employees Awards Programs in recognition of Outstanding Academic Achievement 2007
- ◆ Angelo Del Torro Puerto Rican & Hispanic Youth Leadership Institute Democratic Leader 2007
- ◆ The Spanish Award recipient for character 2007
- ◆ Debra Tekosky Memorial Award for sports leadership 2006
- ◆ English Department Award recipient 2004

Athletic

- ◆ Team Volleyball Captain 2006 - 2007
- ◆ Most Improved Player 2006
- ◆ All-League Varsity Volleyball Player 2006