

# Maribel Monjaras-Rodriguez

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## HIGHER EDUCATION

### University of Minnesota, Twin Cities

College of Liberal Arts & Hubbard School of Journalism and Mass Communications

Minneapolis, MN

Graduated May 2025

- Bachelor of Arts in Communications
- Bachelor of Arts in Journalism
- GPA: 3.41 / 4.00

## SKILLS

### Languages:

Spanish

Intermediate in American Sign Language (ASL)

### Technical Skills:

Creating scripts

Proficient in the use of Google Drive

Drafting interview questions

Premiere, Audition, Indesign, Photoshop, JavaScript

Logging video and sound

Fact checking

### Personal Skills:

Active listener, curious, honest, critical thinker, team player, highly organized and extro/introvert

## WORK EXPERIENCE DURING SCHOOL

### Buffalo Wild Wings - Restaurant Company

Minneapolis, MN

September 2023 – Present

#### Bartender

- Solid knowledge of spirits, mixers, garnishes and cocktail recipes
- Enforcing alcohol laws by checking IDs and passing my ServSafe certification
- Accurately and quickly preparing alcoholic/non-alcoholic drinks for the entire restaurant

#### Server

- Create personal and memorable experiences for customers by addressing them on a first-name basis
- Effectively handling multiple tasks under pressure on a daily basis
- Accurately being the point of communication between customers and the kitchen staff

#### Expo

- Kept food preparation areas, equipment and utensils clean and sanitary
- Became familiar with menu items to answer questions and make suggestions
- Properly labeled and stored food and fresh ingredients in cooler or freezer to preserve freshness

#### Cashier

- Take in person and over the phone orders accurately while operating the cash register to process payments
- Readied customers' take-out orders in secure bags with appropriate amounts of condiments, silverware and napkins
- Documented customer orders and conveyed special requests to the kitchen staff

### Target - Retailer Corporation

Burnsville, MN

Guest Advocate

May 2021 – March 2025

- Assisted 50+ guest daily with checkout, while proficiently answering any questions or concerns
- Collaborated with 6+ cashiers, offering assistance to other teammates during busy times

#### Starbucks Barista

- Operated Mastrena machines to create an average of four crafted drinks per minute
- Engaged with guest to exceed Target guest connection expectations by increasing our guest connection score from 24 to 50
- Efficiently ran a POS system to take guests orders while multitasking to prepare their food items

- Smoothly incorporated drive up orders into the drink queue and securely packaged them for the guest

#### *General Merchandise, Inbound Stocking*

- Managed inventory and aided guest who asked for specific items
- Unloaded pallets of merchandise onto the sales floor and backstocked the remaining items
- Efficiently created bales of cardboard when our machines reached full capacity
- Checked in vendors for consumables and alcohol

#### **University of Minnesota Recreation and Wellness Center**

**Minneapolis, MN**

##### *Sports Officiate*

*September 2021 – January 2024*

- Used ISM leagues to check in players and redirect them to their designated court
- Managed conflicts and resolutions between players and staff
- Ensured game rules were being followed for 4v4 games as well as 6v6
- Prioritized the health and safety of each player while motivating them to explore their adventurous and more competitive sides to build a comfortable and inviting environment

#### **The HomeDepot - Home Improvement Company**

**Burnsville, MN**

##### *Customer Service Specialist*

*February 2022 – August 2022*

- Communicated with team members from 10+ different departments to collectively provide customer satisfaction
- Provided assistance with returns, exchanges, order pick up and check out
- Answered phone calls from guest and other Home Depot Stores and redirect them to their desired department
- Left voicemails for our guest regarding order status, delivery or vendor updates

##### *Paint Specialist*

- Assisted guest in picking out colors and the correct type of paint for their intended projects
- Mixed, matched and customized specific colors
- Addressed any guest questions or concerns with their projects

##### *Deliveries*

- Put together multiple large and small orders placed by companies under a required amount of time
- Earned my forklift certification

#### **Chipotle Mexican Grill - Restaurant Company**

**Burnsville, MN**

##### *Certified Trainer*

*April 2019 – February 2021*

- Trained new employees on different areas of the restaurant such as cashiering, food line, BOH, prep, closing and dishes
- Demonstrated strength in moving from one task to another intermittently to stay on top of the activity schedule
- Followed food safety procedures by making sure dirty dishes were pushed to the back, the line was kept clean, washed hands and utensils consistently to prevent contamination

#### **McDonalds - Fast-Food Restaurant Company**

**Burnsville, MN**

##### *Crew*

*June 2018 – March 2019*

- Helped over 95% of guest find something to order from the menu, including guests with specific dietary restrictions
- Handled cash and credit card transactions
- Took guest orders through our driveway system as well as in person
- Double checked to make sure all food items were in the bag before handing it out to our guest

#### **ValleyFair - Amusement Park**

**Shakopee, MN**

##### *Front Gate Photographer*

*July 2017 – October 2017*

- Created quality souvenir photographs for guest
- Provided guest with a warm and friendly welcome as they entered the park
- Knowledgeable on offering the correct price and package for the guest

### **ACTIVITIES IN SCHOOL**

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#### **Platicas Latinx Connection Space**

##### *Member*

*September 2024 – May 2025*

- A hybrid virtual and in person weekly group for Latina/e/o/x undergraduate and graduate students to come together and discuss specific needs, themes, challenges, joys, and identities in our community.

#### **President's Emerging Scholars Program**

- A program designed to help underserved scholars earn their bachelor's degree by offering them assistance academically and financially.
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