

Ashley Chikkala

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Permanent Address
2710 Zambia Dr.
Cedar Park, TX 78613

EDUCATION

University of Texas at Austin – Austin, TX
Degree: *Bachelor of Arts, Psychology*

May 2027

Overall GPA: 4.0

EXPERIENCE

MUNA Lab – Austin, Texas
Data Science Intern

June 2024 – Present

- Read through 20 research papers and data sets to create data dictionaries and oral summaries.
- Utilized various statistical analyses in R to analyze and summarize numerous data sheets and manually input ~2000 points accurately and efficiently.

HEB – Cedar Park, TX
Customer Service Associate

August 2022 – Present

- Efficiently processed an average of 150-200 customer transactions per shift while consistently maintaining above average times, ensuring ~34-38 IPM and reducing wait times.
- Provided exceptional customer service by greeting customers, answering inquiries, and resolving issues in a friendly and professional manner.
- Assisted in training 5+ new cashiers on company policies, procedures, and customer service techniques.

Dairy Queen – Cedar Park, TX
Customer Service Associate

January 2022 – August 2022

- Successfully resolved 95% of customer and coworker complaints and conflicts through effective de-escalation techniques, enhancing overall customer satisfaction.
- Followed safety policies and procedures, including personal safety, equipment uses, and food handling and storage to effectively maintain a safe working environment daily.

ACTIVITIES & ACHIEVEMENTS

Ascension Seton Volunteer – Austin, Texas

January 2024 – Present

- Aided an average of 100-150 patients and their families per shift, ensuring a welcoming and supporting environment
- Contributed 60+ volunteer hours, assisting in various departments to support hospital, freeing up hours of nursing time per week to focus on patient care

Texas Humane Heroes Volunteer – Leander, TX

August 2021 – August 2023

- Volunteered over 100+ hours providing an enriched environment for the animals by cleaning kennels, reducing stress levels, and organizing a volunteer training of 20 people.
- Provided care for an average of 50 animals per shift, including feeding and exercising.

SKILLS, CAPABILITIES & INTERESTS

Technical Skills: Programming in R, Microsoft Software

Organizations: Texas Sunshines

Academic Awards: Capstone Diploma Recipient (2022), AP Scholar (2023), Dean's Honor Lists *Ampla cum Laude* (2024)

Work Eligibility: Eligible to work in the U.S. with no restrictions