

Angel Calderon

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PROFILE

I recently completed the Bioversity Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After fifteen years of professional experience in sales and customer service, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

Technical Training and Professional Skills

- Solution and buffer preparation, molarity, dilutions, and unit conversions
- Use of essential lab: pH, spectrophotometers, stirring plates, fume hoods
- Handling and safety protocols for CO₂, liquid nitrogen, and dry ice
- Critical Thinking: Coordinated safe and timely pet transport under strict regulations, using critical thinking to resolve documentation issues and maintain TSA/FAA compliance.
- Problem Solving: Resolved complex customer issues involving billing, account access, and device troubleshooting by diagnosing root causes and implementing effective, customer-friendly solutions on the spot.

EDUCATION

Bioversity – Biotech Career Foundations
Certificate of Completion

August 2025

General Educational Development (GED)

June 2025

EXPERIENCE

Mobile Expert

T-Mobile, Mattapan, MA

August 2018 - Present

- Deliver exceptional customer service in a fast-paced retail environment, consistently exceeding monthly sales goals.
- Manage customer accounts, resolve billing discrepancies, and provide hands-on technical support, successfully troubleshoot device connectivity issues by identifying SIM card malfunctions and reconfiguring network settings, improving call resolution rates, and customer satisfaction.
- Recognized as a Winner Circle award recipient at T-Mobile for exceeding sales targets and delivering top-tier customer service, ranking in the top percentile of national retail performance.

Cargo Office Agent/Data Entry

Delta Cargo, Logan Airport, East Boston, MA

December 2018 - August 2021

- Coordinated domestic and international air cargo shipments, ensuring accuracy in documentation and compliance with TSA and FAA regulations.
- Communicated with Ramp Agents, Freight Forwarders, and warehouse teams to ensure timely cargo handling and delivery.
- Verified airway bills, freight invoices, and weight and volume documentation for accuracy before flight departures.

Languages Spoken

Fluent in English and Spanish