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## OBJECTIVE

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To valuably contribute to the field of social justice and help those in need.

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## SKILLS & COMPETENCIES

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- 75 wpm (Expert)
- Microsoft Office (Advanced)
- Adobe Premiere & Photoshop (Intermediate)
- Strong and Adaptable Critical Thinking
- Reliable and Communicative
- Excellent Organization and Time Management Skills
- 15 years of Vocal and Theatrical Training
- Expert Gamer (Extra Cognitive Resources for Multi-tasking)

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## EDUCATION

<b>Bachelor of Arts Degree in Psychology</b> <b>May 2014</b>	3.77 GPA, Cum Laude California Lutheran University; Thousand Oaks, CA
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- Ethical & Moral Confidentiality
- Interpersonal Awareness
- Excellent Written & Verbal Communication
- Higher Order Analysis
- Goal-setting & Prioritization
- Statistical Research & Design
- Abstract Reasoning
- Pragmatic Problem-Solving

Moorpark, Ventura & Oxnard College, May 2013

3.8 GPA, Phi Theta Kappa Honor Society

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## PROFESSIONAL EXPERIENCE

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**Los Angeles County, Homeless Initiative; Los Angeles, CA**

January 2017 - March 2017

*Support Assistant*

- Preparation of materials and documents for team, including RFQs & POs and document formatting.
- Logistical support for the 1<sup>st</sup> Annual Homeless Initiative Conference.
- Customer service and planning support for HI Conference, including database management and event coordination.
- Develop recommendations to analysts including senior and director, regarding utilization of philanthropic and County funds for HI Conference.
- Assist in developing recommendations to Board of Supervisors on utilization of revenue.
- Creation of documents, preparation and utilization of lists.

**Los Angeles Homeless Services Authority; Los Angeles, CA**

*Outcomes Reports Assistant*

June 2016 – Present

- Assist in the collection, analysis and approval of monthly, quarterly, mid-term and yearly reports.
- Ensure data accuracy and assist CoC agencies, as needed.
- Compile frequently requested tools to be utilized internally and between departments.
- Collaborate with staff, sub-contractors and HMIS Data Analysts, as needed.
- Complete priority assignments with same-day delivery including: data cleanup, visual displays, copy printing, and research reports.

*Receptionist/File Clerk*

March 2016 – June 2016

- Answers telephones and front office reception.
- Processes and routes daily mail and check logs.
- Ordering and monitoring of monthly office supplies.
- Assists departmental assistance in invoice tracking, organizing daily events and training, and scanning and distribution of official documents.

*Data Entry Clerk*

January 2016 - February 2016

- Conduct telephone calls and invitations.
- Data Entry, Document Re-Titling and Error Checking (*Wufoo, Excel, GoogleDocs, MyOrg*)
- Alphanumeric sorting of over 5,000 physical documents

**DBEWorldWide; Culver City, CA**

*Social Media & Marketing Coordinator/Administrative Assistant*

January 2015-March 2015

- Answer incoming telephones and directs callers or answers questions on behalf of company.
- Maintain filing, office supplies, photocopying.
- Creates new systems or revises established procedures.
- Uses various software applications such as spreadsheets, relational databases to assemble, manipulate and/or format data and/or reports.
- Create monthly email messages, design and complete marketing requests. (*Excel, Constant Contact, Robly*)
- Social Media Daily Maintenance, Monthly & Weekly Scheduling (*HootSuite, Crowdfire, GoogleAlerts*)
- Basic Video & Photo Editing (*Photoshop, Premiere, Paint, Gimp*)
- Data Compilation & Presentation (*SmartBidNet, CalTrans Databases, NAICS codes, Microsoft Office*)

**California Lutheran University; Thousand Oaks, CA**

*Computer Help Desk Support Technician*

2012 – 2014

- Execute Help Desk support including logging calls/contacts into ticket tracking software. (*SolarWinds, Raptor*)
- Resolving hardware and software issues via Telephone.
- Triaging calls to determine who in the organization should address/fix higher tier problems.
- Maintain consistent, high quality response to customer inquiries.
- Resolve ticketed issues within timeframes identified in the IT department's service level objectives.
- Report progress toward resolution, actions taken/fixes attempted, and current ticket status regularly using the HD management application.

**JC Penney; Thousand Oaks, CA**

*Team Member & Cashier*

2010 - 2012

- Provide exceptional customer service to hundreds of patrons.
- Greet customers and offer assistance in finding merchandise.
- Stocking and organization of product on sales floor.
- Operation of Point of Sale system, including: cash handling, credit card sign-ups, returns and other discrepancies.
- Maintain register and fitting room cleanliness.
- Complaint handling and adherence to standard operating procedures.