

Nailea Rodriguez

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EDUCATION

Georgia State University - Atlanta, GA

Social Work

2023

Certificates & Awards

Dean's List

Fall 2021 & Spring 2022

CITI Training: Group 2 – Social Behavioral

Fall 2021

WORK EXPERIENCE

Georgia State University - Atlanta, GA

Undergraduate Research Assistant

02/2022 – 05/2022

- Collect and verify research data from 10-15 interviews a week
- Prepare weekly findings and progress reports
- Provide recommendations to improve research strategies and techniques

Cobb County Department of Transportation - Marietta, GA

HR Administrative Specialist I

12/2021 – Present

- Perform administrative duties: maintaining new employee paperwork & updated records of employees
- Coordinate orientation and training sessions for new employees
- Ensure smooth communication with employees/coworkers and timely resolutions to questions
- Maintain positive and professional relationship with coworkers and supervisors

Bin There Dump That/Mini Mix Concrete - Douglasville, GA

Customer Service Representative

07/2021 – 12/2021 & 05/2022 – Present

- Guarantee customer satisfaction while acquiring information for account system
- Work through multi-line phone system, schedule orders & answer all questions adequately
- Have finance and accounting knowledge; create invoices and charge customers with no error
- Maintain positive relationship with customers, coworkers & supervisors

Health Clinic of Smyrna - Marietta, GA

Medical Receptionist

05/2020 – 07/2021

- Perform administrative duties such as typing, filing & distributing patient charts to medical personnel
- Maintaining pleasant and respectful attitude in fast-paced and high-stress environment
- Maintain updated medical charts and inform medical personnel of any changes

VOLUNTEER WORK

Welcoming Atlanta (Mayor Andre Dickens' Office of Immigrant Affairs) - Atlanta, GA

Volunteer

01/2022 – Present

- Create positive and communicative relationship with community and other volunteers
- Help prepare food and distribution to communities in need in fast-paced environment

St Thomas the Apostle Catholic Church- Smyrna, GA

Teen Leader/Youth Ministry

08/2017 – 05/2019

- Create positive and communicative relationship with high school students
- Create teaching and event planning, coordinating with administration and other volunteers

KEY SKILLS

TECHNICAL: Microsoft Office Suite, Google Suite, QuickBooks, Pay trace

PROFESSIONAL: Public Speaking, Communicative, Listener, Multi-tasker, Bilingual (Spanish & English)