

Communications | Time Management | Organization | Problem-Solving

QUALIFICATION SUMMARY

A dedicated communications liaison with a track record of providing exceptional operational support to stakeholders. Motivated collaborator with an agreeable demeanor and sound judgment, able to manage multiple daily deliverables with minimal oversight. Proficiency in managing project deliverables, drafting electronic correspondence, and performing other office-related duties.

KEY SKILLS

Social Media Management	Jira Service Portal	VISO/ Org Charts
Google Suites	Calendar Management	Right fax
Microsoft Office	Salesforce Database	WebEx /Zoom/Teams
Share Point	Scribe	Project Tracking

RELEVANT PROFESSIONAL EXPERIENCE

Customer Solutions Center Department Liaison

L.A. Care Health Plan

2/2022 –Present

Los Angeles, CA

Accomplishment Statement: Proposed and developed the concept of a CSC Liaison guide, identified potential security risks before the global release date, received a Rockstar award, and received high-performance marks within six months of employment. Proposed and produced a Newsletter for the Customer Solution Center department within the first year of employment at L.A. Care.

- Collaborates within the organization to accomplish daily operations.
- Organizes and manages department deliverables/projects by assigning tasks, organizing document review meetings, and providing regular notifications and updates.
- Assists with access and equipment for onboarding and offboarding
- Collects and produces content for MS PowerPoint, Word, Vizio, and Excel document development
- Participates in audits by collecting audit deliverables, recording audit responses, and establishing internal communication channels for audit collaborations.
- Participates in the formulation of Process documentation
- Manages schedules on behalf of the Appeals and Grievance leadership team.
- Designs surveys, Outreach questionnaires, and other communications for the department
- Strategizes with the Customer Solutions Liaison Manager to improve department processes.

Communications Assistant

LAX Integrated Express Solutions (LINXS)

06/2019 – 1/2022

Los Angeles, CA

Accomplishment Statement: Developed the first animated description of the Automated People Mover construction process and ten additional explanatory videos in the first year at LAX Integrated Express Solutions. Additionally, developed a system for documenting stakeholder communications.

- Maintained calendars and deadlines for the communications team
- Created content for communications and distributed said communications to targeted audiences via social media
- Assisted the Communications Manager in developing and implementing process documentation
- Managed projects and tasks concurrently while adhering to client expectations
- Maintained the Salesforce database of stakeholders
- Maintained time-lapse camera and other video monitoring
- Developed engaging video content for a variety of mediums. Photographed special events, parties, portraits, and other project progress photography

ADDITIONAL EXPERIENCE

Administrative Assistant/ Teacher

Leap & Bound Academy

06/2018 - 06/2019

Redondo Beach, CA

Accomplishment Statement: In 2018, redesigned a curriculum-based program that transformed the school's approach to education, resulting in an increase in enrollment.

- Maintained daily records of individual activities and behavior patterns
- Facilitated experiential learning using hands-on, play-based strategies
- Coordinated and led physical, mental, and social development activities
- Managed daily operations, including mail, phone calls
- Maintained office organization to support efficiency, professionalism, and performance goals
- Managed the scheduling of resources and calendars in a timely and effective manner
- Managed office inventory and ordered supplies
- Maintained a strong line of communication by writing professional business correspondence
- Created curriculum to provide students and teachers with an up-to-date education plan

Office Manager/ Teacher

Tender Care
CA

08/2000- 06/2018

Los Angeles,

Accomplishment Statement: In 2003, created and maintained office processes and material for schools, curriculums, monthly newsletters, and staff/parent handbooks. Oversaw and trained all teaching and administrative workers for ten years. In 2018, redesigned a curriculum-based program, which transformed the school's approach to education, resulting in an increase in enrollment.

Managed daily operations, including mail, phone calls

- Maintained office organization to support efficiency, professionalism, and performance goals
- Managed the scheduling of resources and calendars in a timely and effective manner
- Managed office inventory and ordered supplies
- Maintained a strong line of communication by writing professional business correspondence
- Created curriculum to provide students and teachers with up-to-date education
- Trained staff to implement curriculum

EDUCATION

Southern New Hampshire University | Manchester, NH
El Camino College | Torrance, CA

UCLA Extension | Los Angeles, CA
Santa Monica College | Santa Monica, CA