

- Facilitated engaging dialogues with customers using surveys, converting qualitative insights into actionable managerial reports.
- Collaborated effectively within multi-disciplinary frameworks to showcase research at formal conferences, promoting institutional representation.
- Posited suggestions for streamlining support workflows informed by detailed survey assessments.
- Developed innovative means for driving efficiency aimed distinctly at improving service processes.

LEADERSHIP & AWARDS

- Dean's List, University of California, Los Angeles, 2024
- Best Research Presentation at UCLA Communication Conference, 2025

CERTIFICATIONS

- Customer Service Fundamentals 📅 2025
- Technical Support Fundamentals 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Communication Studies Club, UCLA
- Volunteer, UCLA Tech Support Program, assisting students with IT issues

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST