

EDUCATION

Business Accounting and Personal Health Majors, Austin Community College, 6101 Highland Campus Dr., Austin, Texas 78758, Main number (512) 223-4636, With interests to pursue certificates in Child Development, Marketing, and Event Planning, **GPA 3.533**

High School Diploma, David Crockett High School, 5601 Manchaca Road, Austin, Texas 78745, Main number: (512) 414-2532, June **1988**

PRESENTATIONS

Opportunities, (May 2015), Experience from attending Nerd Nation 2015 presented to the Alpha Gamma Pi Chapter of Phi Theta Kappa

Your Personal Brand, Building it and Adding Value, (October 2015), Experience from attending Phi Theta Kappa's Regional and International Convention, Nerd Nation 2015, Honors Institute 2015 and other Phi Theta Kappa educational forums and leadership workshops, presented to Alpha Gamma Pi Chapter of Phi Theta Kappa

University Transfers and Scholarships, (October 2015), presented to Alpha Gamma Pi Chapter of Phi Theta Kappa

Developing Your Personal Brand, (April 2016), presented to Alpha Gamma Pi Chapter of Phi Theta Kappa Alumni Association of Austin Community College

HONORS AND AWARDS

1st Place, Grow Your Business Award, Texas Collegiate DECA State Career Development, February 2020

Nominated for Volunteer of the Year, ACC Student Life, Spring 2020

Organization Event of the Year, Phi Theta Kappa Fun and Fitness Fundraiser, Spring 2016

Member of Phi Theta Kappa Honor Society, December 2014 - Present

Phi Theta Kappa Honor Society Distinguished Member, Spring 2015

Walter B. Cooper Scholarship Chapter Award, \$500 Spring 2015

Phi Theta Kappa Honor Society Officer, Treasurer, Fall 2015

Dell Financial Services Shining Star Award

Dell Financial Services All-Star Award

Dell Software Appreciation Award

PROFESSIONAL DEVELOPMENT

SERVICE

President, Texas Collegiate DECA, ACC Student Life, 2019-2020
Vice President, ACC Chapter of FunNation Foundation, ACC Student Life, 2019-2020
President, ACC Chapter of FunNation Foundation, ACC Student Life, 2017-2019
Alpha Gamma Pi Chapter of Phi Theta Kappa Wellness Committee Chair, Spring 2017
Alpha Gamma Pi Chapter of Phi Theta Kappa Treasurer, Spring 2017
Abide Youth Group Leader (High School), St Elizabeth of Hungary Catholic Church, December 2016-Present
Eucharistic Minister, St. Elizabeth of Hungary Catholic Church, September 2016-Present
Alpha Gamma Pi Chapter of Phi Theta Kappa Wellness Committee Chair, Fall 2016
Alpha Gamma Pi Chapter of Phi Theta Kappa Vice President, Northridge, Spring 2016, Fall 2016
Feeding Families Committee Chair, Phi Theta Kappa, Fall 2015, Spring 2016
National Night Out (NNO) Block Captain, Villages of Hidden Lake, Fall 2015
Phi Theta Kappa Treasurer, Fall 2015
Feeding Families Committee Co-Chair/Chair, Phi Theta Kappa, Spring 2015
Team Leader, Walk to Cure Diabetes, October 2014
Fundraiser Event Coordinator (Family Fun Day), Pflugerville Pfarmers Market, Fall 2014
Festival Volunteer, City of Pflugerville, July 2014, July 2015
Deutschen Pfest Gatekeeper, City of Pflugerville, May 2015
Food Pantry Volunteer, Round Rock Area Serving Center, 2009
Eucharistic Minister, Saint Williams Catholic Parish, 2009 – 2014
Gabriel Project Parish Ministry Training, Saint Williams Catholic Parish, 2013
Religious Education Assistant, Saint Williams Catholic Parish, 2009 - 2010
Hospital Volunteer, Seton Medical Center Williamson, January 2008
Child Care Volunteer (For the physically challenged), The Arc of the Capital Area, 2008
Assistant Volunteer Soccer Coach, Round Rock Soccer Association, 2005
Volunteer Youth Soccer Coach, YMCA of Greater Williamson, May 2002
Youth Roller Hockey Coach, YMCA of Greater Williamson, August 2002
Youth Cheer Coach, Round Rock Pop Warner Association, August 2002

ORGANIZATIONS

FunNation Foundation
Phi Theta Kappa Honor Society
Intramural Sports and Recreation
Association of Latino Professionals for America (ALPFA)
Collegiate DECA

HIGHLIGHTS

- Child Supervision
- Training/Coaching
- Communications
- Conflict Resolution
- Human Resources
- Management
- Customer Service
- Team Building
- Asset Management
- Planning
- Fundraising
- Public Speaking

TRAINING AND CERTIFICATIONS

- First Aid/CPR Certified
- Swim Rescue Certified
- Child Abuse
- Zumba Instructor
- Behavior Guidance
- Conscience Discipline
- Ethics and Integrity
- Cybersecurity Training
- S.A.M.A Certified
- Behavior Strategies
- Diabetes (UDCA)
- Americans Disabilities Act

PROFESSIONAL EXPERIENCE

Administrative Assistant III, Austin Community College 7/2016 to Present

- Coordinate and manage the Bachelor of Applied Science for Software Development Application, transcripts, and resumes for the review committee to approve and accept,
- Manage the calendar for the Department Chair of Computer Science and Information Technology scheduling advising appointments, departmental meetings, info sessions, and other events,
- Manage and maintain the departments contact information keeping it current and providing copies to our team,
- Review and edit letters, memos, forms, and entries written for distribution by the department chair,
- Comprise, organize, and prioritize policies, procedures, and forms such as grade changes, schedule changes, incompletes, faculty grades and evaluations for quick accessibility,
- To positively communicate necessary information and provide documentation to our faculty, staff, and students pursuing their education,
- Created, manage, and maintain the Phi Theta Kappa website for accepting membership forms, verifying online payments, and uploading them to the Phi Theta Kappa International office,
- Offer support to the Phi Theta Kappa Advisor, officer team and members of the chapter by contributing, editing, and finalizing the chapter handbook, induction program, and working to assist with general meetings, the induction ceremony, and other Phi Theta Kappa events,
- Successfully manage and respond to correspondence via email or phone, while resolving issues that require additional time and research regarding Phi Theta Kappa questions, the bachelor's program, textbooks, advising, certificates, and other departmental needs,
- Creating event proposals to reserve classes and multi-purpose rooms for meetings, conferences, department meetings, and other faculty events,

- Manage the issuance of textbooks to Faculty and Adjunct Faculty each semester and maintaining an inventory count to be sent to our department coordinator for ordering,
- Place duplication orders, make copies, and assemble packets needed for department meetings or training,

Substitute Teacher, Pflugerville Independent School District 12/12/2014 to 05/2016

Group Leader, Pflugerville Independent School District 9/26/2013 to 08/13/2015

- Efficient methods of leading and teaching while focusing on individual needs of each student
- Conduct individual and small group activities focused on engaging all students to assist in learning
- Mentor and encourage good mannerisms and respectful choices
- Monitor and ensure the safety of all students as they transition from the classroom, to the playground, and to the cafeteria
- It is a great accomplishment to have the opportunity to be a witness and a positive role model for all students

Call Center Agent, Harte-Hanks, Austin, Texas 4/2010 to 12/2012

Customer Service, TMD Temporaries, Round Rock, Texas 11/2009 to 4/2010

- Trained customers on account management, reporting and billing
- Provided permissions to users within levels of activity
- Created overseas labels to ship Samsung products
- Answered critical and time sensitive correspondence within the company via email

Administrative Assistant, WPI, Pflugerville, Texas 11/03/2013 to 2/20/2009

Operations Clerk, BAC, Round Rock, Texas 7/9/2001 to 2/13/2003 PC

Support Analyst | Dell, Round Rock, Texas 12/23/1993 to 2/12/2001

- Supported all departments at various levels
- Managed internal accounts, created proposals, equipment letters, and reports
- Provided human resource services,
- Managed inventory and purchasing
- Designed and developed a 30-page web site to include policies, procedures and forms to manage internal assets helping to decrease the millions of dollars in lost assets from previous years
- Asset management and audits
- Accounts payable and cycle billing
- Problem resolution
- Manage all incoming calls, travel arrangements, company events and luncheons