

CAREN ESPINOZA DELGADO

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SUMMARY

Hard-working, bilingual (English/Spanish) student with almost a year of experience in customer service within higher education. I have experience translating ESOL and international student populations, creating helpful resources, and assisting advisors to ensure students succeed. Currently, I work as a Student Assistant in Online Operations at Sam Houston State University, where I support virtual workflows, assist faculty and maintain smooth online operations. I'm skilled at making information easy to understand and providing a great experience for students. People often praise my strong work ethic, creativity, and ability to get things done quickly.

EDUCATION

Associate of Arts – Business | Lone Star College - NH
Bachelor's Degree- MIS | Sam Houston State University
(Currently)

Graduated: May 2023
Graduation: May 2025

WORK EXPERIENCE

- **Student Assistant – Online Operations**
Sam Houston State University, Huntsville, TX (Part-Time)
December 2023 – Present
 - *Support SHSU Online's operations, ensuring smooth workflows and providing technical assistance to faculty.*
 - *Collaborate with team members to improve processes and enhance online operations.*
 - *Maintain accurate documentation to streamline administrative tasks.*
- **ESOL/International Work Study Assistant**
Lone Star College – NH, Houston, TX
June 2022 – May 2023
 - *Translated and explained programs and pricing for international students.*
 - *Created and updated informative PowerPoints for advisors, providing key resources for student success.*
 - *Conducted outreach calls to students, reminding them to register for classes and complete payments.*

SKILLS

- Bilingual (English/Spanish)
- Customer Service
- Microsoft Office Suite
- Team Player
- Problem Solving
- Innovative
- Time Management
- Organization