

Nicole Aguirre

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Marketing and communications graduate with more than 3 years of experience in customer service, including sales, technical support, and customer care. Fluent in Spanish and skilled in leadership roles. Involved in search engine optimization (SEO) projects with local companies and certified in Google Analytics. Enthusiastic about using my knowledge to excel in a suitable position.

PROFESSIONAL EXPERIENCE

KELLER WILLIAMS REALTY,

Transaction and Marketing Coordinator

St. George, UT

August 2021–May 2022

- Managed administrative duties for over 50 home buyer and seller transactions, ensuring a smooth process from contract to close
- Increased broker's image and brand awareness by creating content that generated a 40% increase in followers on Instagram and Facebook
- Scheduled inspections, effectively negotiating and completing necessary repairs for clients
- Developed and executed promotional activities that aligned with company goals, leading to a 30% increase in customer engagement and a 15% increase in new business leads

GOLDENWEST CREDIT UNION

Financial Service Representative

St. George, UT

July 2020–August 2021

- Processed an average of 30 member transactions daily, including deposits, loan payments, check cashing, savings withdrawals, and night and mail deposits
- Consistently identified members' financial needs and recommended corresponding credit union products and services, which led to a 20% increase in loan applications and new accounts
- Completed 3 months of continuing education related to credit union career development, enhancing my proficiency in banking operations, customer service, and sales techniques
- Maintained an average cash drawer balance of \$10,000, with no discrepancies or shortages, demonstrating a high level of trustworthiness and accuracy in handling member transactions

UTAH TECH UNIVERSITY

Resident Assistant

St. George, UT

June 2018–May 2019

- Successfully conducted over 12 programs on diversity, substance abuse, personal development, relationships, and academic performance, resulting in positive feedback from 55 residents
- Mediated 20+ roommate conflicts, utilizing conflict resolution skills and promoting peaceful resolutions that improved relationships among residents
- Increased resident engagement in college activities by 60% through strategic communication initiatives. Utilized community meetings, bulletin board insights, and informative flyers to promote events and drive attendance
- Trained over 50 residents on evacuation procedures, ensuring that all residents were prepared to respond effectively in case of emergency

EDUCATION

UTAH TECH UNIVERSITY

Bachelor of Science in Marketing and Communication Studies,
Honors: cum laude (GPA: 3.56/4.0)

St. George, UT

May 2021

ADDITIONAL SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook)