

Adreya Nicole Atondo

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PROFESSIONAL SUMMARY

Elevating UC San Diego Transportation Services with proven communication and problem-solving skills, I seamlessly transitioned from a Customer Service Representative to a Business Systems Associate. My journey showcases a strong work ethic, exceptional time-management abilities, achieving significant process optimizations, and enhancing team efficiency.

SKILLS

- Consult with senior executives to identify risks and create processes to safeguard customer data and prevent product misuse aimed to prevent loss of revenue.
- Develop and configure new products and processes that support a multi-million dollar organization.
- Identify KPIs that allow the business to measure and track progress toward operational goals which simultaneously enables senior executives to make informed business decisions and adapt to constantly changing conditions
- Provide customer and user support for an application that serves the entire UC San Diego community comprised of staff, faculty, students, and visitors.
- Support and train full-time staff on operational best practices and new processes/programs (example: LPR, Microsoft SharePoint, etc.)
- Collaborate with key stakeholders to provide quality solutions that support business objectives and needs
- Experienced in collecting and securely transporting cash from paystations. Proficient in adhering to protocols for handling large cash amounts and minimizing discrepancies.

EXPERIENCE

- VIDEO PRODUCTIONS ASSISTANT** UC San Diego Parking and Commuter Services

La Jolla, May 2025 - *Present*
- SALES ASSOCIATE** Marshalls

Chula Vista, May 2025 - *Present*
- BUSINESS SYSTEMS ASSOCIATE** UC San Diego Parking and Commuter Services

La Jolla, *April 2024 - Present*
- STUDENT COORDINATOR** UC San Diego Parking and Commuter Services

La Jolla, *September 2023 - April 2024*
- COMMUNITY AND VISITOR SERVICES REPRESENTATIVE** UC San Diego Parking and Commuter Services

La Jolla, *March 2023 - September 2023*

EDUCATION

- BACHELORS OF SCIENCE DEGREE IN BUSINESS ECONOMICS WITH A MINOR IN BUSINESS ANALYTICS**

UC San Diego, *Expected graduation June 2026*
- HIGH SCHOOL DIPLOMA**

Central Union High School, 2022

ORGANIZATIONS

EVENT COORDINATOR FOR THE INTERNAL COMMITTEE UC San Diego Women in Business

UC San Diego, November 2024 - Present

REFERENCES

Brent Polite

Assistant Business Analyst

Parking and Commuter Services

858.226.5230

bpolite@ucsd.edu

Jennifer Rodgers

Director

Parking and Commuter Services

858.583.2197

jrodgers@ucsd.edu

LEADERSHIP EXPERIENCE

I believe being a part of a team in some capacity at an early age has taught me the importance of teamwork and discipline. I have learned time management, conflict resolution, communication, and leadership skills throughout my years in teams and clubs. I started working for UC San Diego's Parking and Commuter Services in March of 2023, I quickly moved up and was promoted to student coordinator in September 2023 where I learned how to be a leader for new students as well as develop projects and take initiative on ways to improve the office environment. These projects included, but were not limited to, creating and writing processes, training new hires, and being able to be a voice for other students in the office. I am now a business systems associate where I am learning and developing analytical skills, configuration skills, and business development skills.