Claudia **Carranza**

Software Engineer

hello@clcarranza.com | github | linkedin

Skills

- Beginner HTML, CSS, JavaScript, Visual Studio Code, Github
- Intermediate WordPress and Adobe Creative Suite
- Fluent in Spanish

Experience

The Summit Foundation   *Washington, D.C.*
OFFICE MANAGER   *July 2014 -- September 2021*

- Worked closely with CFO and President to implement new office policies
- Strategized the rollout and implementation of the organization's IT infrastructure upgrade including but not limited to phones, printer and other system upgrades
- Developed IT procedures and policies manual for the IT provider to ensure understanding of all organizational infrastructure, systems, policies and expectations for successful implementation of services and support
- Developed IT policy for employees to follow and maintain IT system integrity and security
- Troubleshooted and resolved issues in office operations specifically with IT and communication systems, and facility equipment and furniture
- Acted as a liaison between employees and third party vendors to ensure effective communication and efficient resolutions were met
- Triaged and monitored IT issues until resolutions were met and escalated issues, as needed
- Helped onboard, orientate and train new employees to office procedures and policies
- Assisted CFO in accounts payable and receivable, including bill payment and invoice entry
- Helped maintain general content of the organization's website in WordPress

Hill+Knowlton Strategies   *Washington, D.C.*
EXECUTIVE ASSISTANT   *February 2009 -- June 2014*

- Efficiently managed the calendars, travel, expense reporting and other administrative tasks of 3-7 executives including but not limited to the DC Office Senior Vice Presidents of Corporate Practice, Crisis Practice and U.S. Sustainability Practice, and Vice President of Government Affairs of Bridgestone Tires and Director of State and Federal Affairs of Bridgestone Tires
- Organized 2+ monthly meetings and the logistics, including scheduling, preparing facility, and organizing materials in binders for attendees
- Answered and screened 20+ telephone calls daily while taking accurate messages

Education

Treehouse Island Inc.   *Online*
Self-Paced Full Stack JavaScript Tech Degree   *November 2021 -- Present*

University of Maryland   *College Park, MD*
B.A. IN STUDIO ARTS - GRAPHIC DESIGN   *August 2004 -- May 2008*

- College Park Scholars Alumni