

# Caraline Dufrene

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## SUMMARY

Digital media student with two years of experience in scheduling, answering phones, timeliness, and engaging with customers. Proficient in Microsoft Outlook, Excel, and Word. Experienced in working in a fast-paced environment with tight deadlines. Strong aptitude for learning, with the ability to follow instructions.

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## EXPERIENCE

### Intern

#### BanddDesign

August 2022 - November 2022, Austin, TX

- Partnered alongside designers to create and install a project for a client.
- Consistently organized office to better production.
- Worked with the design team to order and receive materials for over 30 projects.

### Facility Operator

#### Texas State Student Recreation Center

December 2021 - May 2022, San Marcos, TX

- Monitored and maintained the facility during and before hours of operation.
- Led multiple opening shifts through opening doors, turning on facility lights, prepping for the day, and more.
- Completed sales and equipment rentals while multitasking.

### Guest Service Representative

#### Nothing Bundt Cakes

August 2020 - May 2021, Murphy, TX

- Opened and closed over thirty shifts.
- Helped train and lead four new hires.
- Answered phones and responded to emails in a quick, professional manner.
- Generate additional revenue through upselling or add-on package selling.
- Diffuse intense customer situations to maintain a high level of satisfaction.

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## PROJECTS

### Summer Camp Counselor/ Photographer

#### Lonesome Dove Ranch • June 2020 - July 2022

- Volunteered to take photos of fifty kids for multiple camps.
- Patiently led three kids for a summer camp session
- Worked on a team and developed strong communication skills.

### Treasurer

#### Hope321 • May 2018 - Present

- Helped establish bylaws and goals for Hope321
- In charge of keeping track of useable funds and donations as well as sending out donation statements

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## EDUCATION

### Bachelor of Science in Digital Media Innovation

Minor in Business Administration • Texas State University • San Marcos, TX • 2023 • 4.0

### High School Diploma

Wylie High School • Wylie, TX • 2021 • 4.0

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## SKILLS

Entry level HTML

Organized

Schedule management

Money Handling

Timliness

Experience answering phones

Customer Service