

CLARIZA L.

Austin, Texas | cleij693@gmail.com

Responsible and highly motivated individual. Proficient in a customer service role, with a deepened sense of empathy and patience. Keenly detail oriented and skilled problem solver with a diligent work ethic. Trusted independent worker, and an enthusiastic team player. A quicker learner whom is tech-savvy and adaptable.

Experience

Web Designer

Media Island Systems – Remote

April 2023 to June 2023

- Conduct user research, competitive research to design for clients in industries such as fitness, restaurants, e-commerce, travel
- Design digital marketing materials such as flyers and funnels to increase business sales
- Master CMS, content management system to build funnels, websites, and manage automation
- Proficiency in design tools such as Figma and Canva. Enhance web designs with CSS, JavaScript, API's
- Create wire frames, information architecture, user flows, high fidelity mock-ups
- Re-design existing websites to increase sales, improve search engine optimization to increase site traffic, improve mobile design

Freelance

Design and code - Client website

July 2023 to Present

- Design client website tailored to the client's requirements and visual standards
- Design both user friendly, and visually appealing user interface
- Develop user flows, wireframes, and mockups for client
- Implement each step of the design process to create well-rounded design
- Create custom graphics for client website via adobe illustrator, adobe photoshop
- Manage and provide ongoing website maintenance for client
- Use of HTML, CSS, and JavaScript to code the design
- Troubleshoot and debug issues that arise in the coding process
- Proficiency in uploading files to servers, and use of hosting platforms
- Manage ongoing website maintenance for client

Community Content Moderator

Social Factor - Remote

September 2022 to Present

- Represent reputable brands on social media platforms such as Facebook, Twitter, TikTok, LinkedIn, Instagram.
- Engage with social media communities while personifying a brand, accomplishing 150+ engagements per quarter
- Improve security and safety of social media communities, accomplishing 250+ escalations per quarter
- Utilize Google suite, Teams, Microsoft Outlook, Asana, and Sprinklr
- Escalate account issues, potential brand risks, brand love, collaboration requests
- Communicate consistently with Community Managers about trends or potential issues
- Conduct research on trending topics or current events, maintain current event, and trend awareness
- Assist with 50+ customers inquiries per shift, problem solve issues and manage escalations
- Skilled communication while working independently on a team of 20+ content moderators

Internet Safety Evaluator

Telus International - Remote

December 2021 to Present

- Evaluate web content based on established community guidelines and company policies
- Engage with social media communities while personifying a brand, accomplishing 150+ engagements per quarter
- Improve security and safety of social media communities, accomplishing 250+ escalations per quarter
- Utilize Google suite, Teams, Microsoft Outlook, Asana, and Sprinklr
- Escalate account issues, potential brand risks, brand love, collaboration requests
- Communicate consistently with Community Managers about trends or potential issues
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Captioning Agent

Caption Call/Sorensen Communications - Remote

August 2021 to December 2022

- Facilitate 100+ calls per shift, mastering high call volume
- Caption conversations verbatim using text-to-speech software
- Exceed required company quota and metrics consistently
- Typing over 55+ WPM, proof-reading and editing content with accuracy
- Maintain excellent use of grammar, punctuation, spelling
- Utilize Microsoft teams, Microsoft outlook, and company software daily
- Communicate with team leader, and supervisors to report program bugs, provide feedback, achieve resolutions

Retail Merchandiser

Acosta Sales & Marketing - Austin, TX

May 2021 to November 2021

- Generated 1,000+ dollars in sales per quarter
- Maintained and built business relationships with store management
- Audited hundreds of pieces of data to record sales and marketing information
- Managed inventory, pricing, plan-o-grams and store orders with use of technology
- Ordered product for retailers, merchandised product, built displays
- Trained 2+ employees per quarter
- Created and managed my own schedule to ensure all work is completed
- Completed daily administrative duties such as emails, phone calls, scheduling

Wellness Clerk

Wheatsville Food Co-op

March 2018 to March 2021

- Directed department responsibilities such as inventory management, purchasing product, merchandising, creating signage, supervising customer inquiries
- Increased store sales by educating customers, merchandising displays, creating pricing, auditing and resolving discrepancies
- Accomplished all duties of a receiving clerk such as managing invoices, calculating sub-department billing, communicating discrepancies with store management, quality assurance, requesting credit, processing returns
- Trained and educated new employees, 10+ per year
- Maintained accurate product knowledge of all health, beauty, and grocery items
- Prioritized administrative duties such communication with customers, vendors, management via email, telephone, work social media,
- Purchased and organized customer. special orders, performed customer follow up

Sales Representative

HEB Grocery

October 2014 to January 2018

- Researched and maintained knowledge of the supplement and beauty industry
- Ensured customer retention as an engaging, knowledgeable sales representative
- Secured thousands of dollars in sales for HEB's Healthy Living Department
- Managed duties as a buyer for vitamins, supplements, body care, and housewares
- Purchased department product weekly via store technology, phone, and email
- Coordinated with brand representatives, vendors to organize team training meetings
- Analyzed sales data, used data to place orders and monitor inventory
- Processed hundreds of business transactions per shift
- Inspected and verified tender, checks, state identification
- Resolved customer concerns in an empathetic and professional manner
- Supervised returns, exchanges, complaints
- Trained 3+ new employees per quarter

Education

Certification of Web Development

Austin Community College 2021 to 2022

Associate's Degree in Environmental Science and Technology

Austin Community College 2011 to 2014