

Danielle Arias
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SKILLS

- Languages: English and Spanish
- HTML, CCS, JavaScript, JQUERY
- Experienced in the use of Microsoft Word, Excel, PowerPoint, Outlook, and Boardmaker.
- Able to type over 60 words per minute
- Educational programs: Canvas, Datatel, Image, SARS, DARS, SIS, Banner, and Zoom.
- Accounting Programs: MAS 90 and ACT.
- Has utilized design programs such as Canva, Photoshop, and Microsoft Publisher.
- Leadership: Secretary for Salsa Club at UCR, Advisor of the largest Club on campus (International Club) at Grossmont, and managed a team of ambassadors as a resource specialist.
- Social Media: Facebook, Twitter, Instagram, Line, Google +, Snapchat, YouTube, Meetup, LinkedIn
- Excellent customer service skills, public speaking, team-oriented, organized, and attentive to detail.
- Is AED and CPR First aid certified until July 2020.

PROFESSIONAL EXPERIENCE

Bilingual Care Coordinator - Watch Me Grow, Community Gatepath, San Mateo County — July 2019 - Present

- Utilizing the Ages and Stages Questionnaire (ASQ-3 and SE), developmental screenings are conducted to children between the ages of zero to sixty months throughout San Mateo County; primarily in South San Francisco and Redwood City.
- As a clinician, provides direct support to families referring them to agencies and primary care providers, such as pediatricians, for direct services and additional support depending on needs.
- Input client data into the following systems: STAR and eCW.
- Maintains regular communication with families assuring that they have been connected to service providers and give continued support.

Behavior Interventionist - Easter Seals of Southern California, San Diego, California — March 2018 - May 2019

- Monitors the development of children at home, the community, as well as natural settings while providing one on one specialized behavior intervention services to children.
- Provides parent education according to goals described in individualized treatment plans.
- Ensures effective communication between all support team members.
- Completes necessary program and participant-related documents and reports.
- Designs and creates educational materials for direct intervention such as PECs, token boards, file folder activities, and visual aids.

Student Resource Specialist / Graduate Assistant - International Student Programs, Grossmont College, El Cajon, California — May 2017- December 2017

- Knowledgeable of campus resources in order to provide general assistance to various inquiring populations.
- Evaluate and assist in event planning as well as execution and attendance for both on and off campus functions.
- Present information at the new student orientation concerning international club activities and events.
- Visit other campuses for recruitment as well providing general information pertaining to the campus and its resources.
- Provide feedback to student leadership to improve on the quality of events and activities.
- Perform basic office tasks (operating a fax machine, copier, etc).
- Communicate effectively to colleagues and students from more than 80 different countries.

Customer Service Specialist I, Unlimited Services Business Management, San Diego, California — November 2016- May 2017

- Primarily in charge of outbound quality assurance for current customer base as well as resolving communication matters with contractors, sales representatives, and internal operations.
- Main support for Customer Service Specialist II with incoming and outgoing phone calls; as well as other office duties.
- Accumulate and manage references for sales representatives of current and potential clientele.
- Receive and respond to emails between both potential and existing customers, contractors, and miscellaneous inquiries. Verbal and written translation provided in both English and Spanish.

AR Data Processing Clerk, Unlimited Services Business Management, San Diego, California — September 2016 - November 2016

- Responsible for processing incoming payments from clients as well as generate invoices, both manual and with the use of accounting software (MAS 90).
- Process contracts and customers, account updates, apply end of month note payments, and maintain communication with sales representatives for supply orders.
- Provide customer service support for both contractors and customers while updating contact information and creating inquiries.

Admissions Assistant, Undergraduate Admissions, University of California Riverside, Riverside, California — December 2014- March 2016

- Assist in responding to a large volume of in-person inquiries and telephone calls regarding admission policies and procedures from the following populations: Freshman, Transfer, and Non-Resident applicants (including international students), parents, counselors, and continuing UCR students.
- Respond to inquiries regarding UC admission requirements, registration deadlines, and university-wide procedures.
- In-office duties require the processing of mail which would result in scanning, verifying, and archiving documents using STARRS.
- Assist in event planning and execution for multiple student populations.

Transfer Center Assistant Clerk, Transfer Center, Grossmont College, El Cajon, California — August 2013- August 2014

- Answer questions for students mostly regarding transferring to San Diego State University and University of California, San Diego.
- Also provide information on all California State Universities, Private Universities, and Out of State Institutions.
- Make appointments for students to discuss path options with transfer counselors and provide relevant documentation.
- In charge of Transfer Center's appearance and advertisement through the design of fliers, monthly calendar, and overall promotion of Transfer Center events.
- Directly communicate with university representatives for promotional, recruitment, supplemental, and general supplemental materials to be distributed for various student populations.

EDUCATION

University of California, Berkeley - Extension Center (Coding Bootcamp) — March 2020 - September 2020

California State University, San Marcos - Extended Learning — January 2017 - December 2018

Speech Language Pathology Post Baccalaureate Program

University of California, Riverside — October 2014 - August 2016

Received Bachelor's Degrees of Arts in Linguistics and Spanish Linguistics.

Grossmont College, El Cajon, California — January 2012- May 2014

Received Associates Degrees in Arts for Transfer in Communication Studies and General Studies.

