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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.