

Address

Austin, TX XXXXX

Dahlia Lobera

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SUMMARY

Bilingual professional with 7 years of experience in customer service and customer support. Seeking to use my communication and marketing skills to contribute to the formation and maintaining of interpersonal relationships in the workplace. Dedicated to vitally participating in the growth of a company in Austin, TX. Seeking immediate hire.

EDUCATION

Texas State University | San Marcos, TX

Spring 2021

Bachelor of Fine Arts in Communication Studies, Minor of Social Work.

RELEVANT COURSEWORK

Interpersonal Comm, Relational Comm, Small Group Comm, Public Speaking, Computer Literacy & Internet, Rhetorical & Empirical Research Methods, Policy, Diversity, Nonverbal Comm, & Family Comm.

HONORS

Dean's List | *Outstanding work in the classroom and academic excellence.*

Spring 2020

WORK EXPERIENCE

***Member Care Coordinator* | Cairn Advisors, LLC | Austin, TX**

August 2021 – February 2022

Provided support to clients and staff in coordinating healthcare plans.

- Aided in forming and maintaining professional relationships
- Assisted and directed members to utilize and optimize their healthcare benefits
- Clearly communicated with clients to foster understanding
- Content creation and media management

***Barista* | Hank's | Austin, TX**

August 2018- May 2021

Team player that demonstrated initiative and calm demeanor in a fast-paced, high volume environment. Developed and trained new hires, formed long-lasting relationships with clientele, and effectively persuaded customers toward an overall excellent customer experience through coffee and coffee product sales.

***Childcare Provider* | Lifetime Fitness | Austin, TX**

August 2015 – May 2018

Developed relationships with parents and children to ensure trust. Created fun activities that would keep children engaged, and ensured their safety while the parents occupied the Lifetime facilities.

LEADERSHIP EXPERIENCE

***Students Intern* | Austin Stone | Austin, TX**

May 2019 – August 2019

Assisted in brainstorming and event-planning. Played a key role in event advertisement and communication with students and families. Assisted in running the social media page of 1.6k followers.

SKILLS

Technical: Bilingual in Spanish and English, Customer Service & Support, Microsoft Office, Content Creation, Media Management, Training, & Communication.

Personal: Teamwork, Detail-Oriented, Patient and Even-Tempered, Analytical, Adaptive, Quick Learner & Determined.