

Danna Medina

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EXPERIENCE

August 2024-Present

Digital Marketing Trainee, *The Global Career Accelerator, Remote.*

- Developed persuasive value propositions aligned with brand guidelines
- Designed and built an e-commerce website using Shopify
- Strengthened intercultural communication and teamwork skills
- Optimized SEO strategies to improve website rankings and organic traffic

November 2024-January 2025

Customer Service Representative, *Maximus, Riverview, FL.*

- Addressed customer concerns and provided tailored solutions
- Processed applications, updates and cancellations
- Resolved customer complaints with professionalism and empathy
- Answered high-volume inbound calls while maintaining quality service

June 2024-September 2024

Housekeeping and Childcare, *Self-employed, Monticello, NY.*

- Cleaned and sanitized rooms, bathrooms and common areas
- Maintained a high standard of cleanliness and organization
- Managed time efficiently to complete tasks within deadlines
- Observed developmental changes and responded to baby's needs

November 2023-December 2024

Customer Service Representative, *Maximus, Tampa, FL.*

- Communicated with customers to resolve inquiries efficiently
- Assisted customers with troubleshooting and application support
- Documented customer interactions and updated account information
- Guided callers through processes and technical issues

EDUCATION

August 2024-May 2026

Bachelor's degree, *International Studies, University of South Florida*

SKILLS

- Strong verbal and written communication
- Bilingual proficiency in English and Spanish
- Attention to detail and Organization
- Problem-solving and adaptability
- Customer service and conflict resolution
- Digital marketing strategy development