

MADALYN MARINO

CONTACT

- 828-712-9387
- madalynmm@outlook.com
- <https://www.linkedin.com/in/madalyn-marino>

EDUCATION

University of North Carolina at Chapel Hill - English B. A.
August 2016 - May 2020
Major Concentration - Film and Media Studies
Minors - Writing for the Screen and Stage, Creative Writing
Cumulative GPA - 3.557

PROFILE

Dedicated and energetic employee with excellent attention to detail. Over four years of customer service experience and superb ability to work both independently and as part of a team.

SKILLS

Editing
Strong Written & Verbal
Communication
Customer Service
Photography
Adobe Photoshop & Lightroom
Microsoft Office Suite

EXPERIENCE

DOGWOOD VETERINARY HOSPITAL

Pet Resort Specialist | August 2019 - June 2021

- Kept clear, accurate records of behavior, food intake, and medications
- Independently trained and tested new staff members on facility protocols
- Supported front desk staff with administrative needs
- Oversaw up to fifty guest arrivals and departures per day
- Promoted client growth and satisfaction through friendly interactions

AUREATE FILMS

Development Intern | May 2020 - July 2020

- Streamlined research in new areas of film production and distribution
- Trained in film animation techniques and basic video editing skills
- Assisted in administrative and clerical tasks to ensure office efficiency

CHARMED

Customer Service Specialist | June - August 2016, 2018

- Assisted customers by processing payments, resolving product concerns, and providing professional recommendations on inventory
- Oversaw store maintenance and inventory while attending to office duties

TIPS TECHNICAL PUBLISHING

Copy Editing Intern | January 2018 - March 2018

- Reviewed and edited various transcripts for errors and fluency
- Coordinated with team members and clients on project improvements
- Organized transcript layouts and ensured text accuracy

ZEN SKINCARE STUDIO

Receptionist | May 2017 - August 2017

- Scheduled appointments and maintained company calendar
- Assisted guests via email and over the phone with questions and policies
- Coordinated with staff members to organize daily schedules and arrivals