



MARIA MANUEL

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 (415) 916-9449

 Sacramento & San Francisco
Bay Area CA

PROFESSIONAL SUMMARY

Motivated learner with 15+ years of experience managing multiple priorities and providing technical support. Eager to leverage strong customer service skills in an entry-level IT support role. Committed to continuous learning and thrives in a fast-paced environment, bringing a positive and adaptable attitude to new challenges.

SKILLS

- OS: Windows, macOS
- Database: NoSQL, Access
- Software: MS Office, G Suite
- CMS: WordPress
- Coding: HTML, CSS, Bootstrap
- Coding: Python, Shell, Linux

CERTIFICATIONS

M.E.D.A

- Front-end web development - completed 11/2022

CompTia

- A+ certification - expected 08/2024

EDUCATION

City College of San Francisco

Expected in 12/2024

Associate of Science: Information
Technology - Cybersecurity

City College of San Francisco

06/2020

Associate of Science: Health
Education

LANGUAGES

Spanish

Professional Working

LINKS

- <https://maria-manuel.com>
- <https://github.com/maria-manuel>
- <https://www.linkedin.com/in/maria-m-443143255/>

WORK HISTORY

San Francisco Living Wage - Intern - Web Developer & Support

San Francisco, CA • 10/2022 - Current

- Collaborate effectively and communicate professionally with team members and client.
- Train new interns and provide guidance on technologies.
- Problem-solve to determine appropriate debug/testing processes.
- Improve website functionality by updating plugins and extensions.
- Coordinate with manager to obtain content for updates/expansions.
- Diagnose, troubleshoot, and configure backend settings.
- Maintain 3 websites using best practices to serve diverse groups.
- Perform duties using attention to detail in design and web content using HTML and CMS.
- Collaborate utilizing WordPress content management system.

Self-Employed - Caregiver

San Francisco, CA • 02/2015 - 07/2022

- Supervised and built strong relationship with seriously ill patient.
- Communicated with healthcare team to develop tailored support and improved well being of patient on an ongoing basis.
- Organized and supported activities of daily living.
- Documented sleep and eating patterns in medical record books.

McClellan & Corren - Workers Comp. - Legal Assistant

South San Francisco, CA • 10/2013 - 01/2015

- Act independently while supporting and monitoring database by proactively administering case development.
- Administered data by effectively utilizing best practices.
- Increased client satisfaction by efficiently managing case files and promptly addressing inquiries.

- Provided Level 1 end-user support addressing application issues.
- Assisted in management of projected workflow for rotating assistants.
- Surpassed firm objectives by cooperating with staff to implement project management initiatives and met deadlines by at least 2 days ahead of schedule.
- Performed research and conferred with parties of all levels to gather, document and review information.
- Communicated effectively with clients verbally and in writing, as appropriate under the direction of attorneys.

Lewis, Brisbois, Bisgaard & Smith - Workers Comp. - Legal Assistant
San Francisco, CA • 11/2011 - 06/2013

- Assist non-technical staff and attorneys with support addressing Level 1 desktop application issues. Served as technical liaison to department.
- Modified database to accurately reflect case status documentation.
- Assisted department in added responsibilities to meet team goals with a positive attitude.
- Handled multiple projects simultaneously for 3 attorneys.
- Respond to all clients professionally and courteously by providing excellent customer service skills.
- Proofread/edited a high volume of AME/QME medical-legal records while addressing attention to detail.

Law Offices Of Mullen & Filippi - Workers Comp. - Legal Secretary
San Francisco, CA • 10/2006 - 10/2011

- Served as a departmental resource for Microsoft Office and proprietary software, providing troubleshooting and training to colleagues on functionalities and best practices. This fostered a collaborative work environment and improved team efficiency.
- Responsible for database management of legal case information.
- Communicated with professionals of all levels including courthouses for case status, research, and gathered information.
- Monitored cases while observing confidentiality with extreme discretion and delegated tasks.
- Respond to inquiries for technical assistance from end-users on software and hardware.
- Proofread/edited court correspondence and medical summaries.