

MARIA MANUEL

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☎ (916) 538-5110

📍 Sacramento & San Francisco
Bay Area, CA 95691

PROFESSIONAL SUMMARY

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

SKILLS

- OS: Windows, macOS
- Software: MS Office, G Suite
- CMS: WordPress
- CRM: Jira, ServiceNow
- Coding: HTML, CSS, JavaScript
- Scripting: Python, Shell, Linux
- Database: NoSQL, Access
- Tools: Zoom, Slack
- AWS - Cloudwatch, S3
- Salesforce Omni-Channel
- Oral & Written Communication

CERTIFICATIONS

M.E.D.A

- Front-end web development -
Completed on 11/2022

CompTia

- A+ certification - Expected in
12/2024

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

LINKS

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

WORK HISTORY

San Francisco Living Wage - Web Developer / Support Specialist
San Francisco, CA • 10/2022 - Current

- Collaborate effectively and communicate professionally with team members and client.
- Train/mentor new interns and provide guidance on technologies.
- Problem-solve to determine appropriate debug/testing processes.
- Collaborate with cross-functional teams regarding bugs.
- 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.

We Thrive Financial - Bookkeeping Assistant
San Francisco, CA • 02/2015 - 07/2022

- Assisted with general bookkeeping tasks.
- Review credit card charge backs and transactions.
- Maintained strict confidentiality with sensitive financial information.
- Managed vendor and client relationships by addressing inquiries.
- Communicated with vendors and clients to resolve discrepancies.

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.
- Managed, organized, and supported activities of daily living.
- Documented sleep and eating patterns in medical record books.

LANGUAGES

Spanish

Professional Working

McClellan & Corren - Sr. 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 with driven customer service by promptly addressing inquiries.
- Provided Level 1 end-user support addressing application issues.
- Assisted in management of 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.
- Prepared and e-filed court documentation and trial exhibits.
- 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 - Legal Assistant

San Francisco, CA • 11/2011 - 06/2013

- Assisted non-technical staff and attorneys with support addressing Level 1 desktop application issues. Served as technical liaison to the department.
- Modified database to accurately reflect case status documentation and discovery.
- Assisted department in added responsibilities to meet team goals with a positive attitude.
- Handled multiple projects simultaneously for 3 attorneys.
- Monitored efficiency of case flow and tight deadlines.
- Responded 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.

Mullen & Filippi - 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.
- Maintained a 90% customer satisfaction rating by providing clear and informative case status to numerous clients.
- Monitored cases while observing confidentiality with extreme discretion and delegated tasks.
- Responded to inquiries for technical assistance from end-users on software and hardware.
- Prepared and maintained discovery requests, subpoenas, declarations, and trial briefs.
- Proofread/edited court correspondence and medical summaries.