


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 priorities and providing technical support. Eager to leverage strong customer service skills in a Level 1 Help Desk 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

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 - Intern - Web Developer & Support

San Francisco, CA • 10/2022 - Current

- Collaborate effectively and communicate professionally with team members and client.
- Shadow senior team members to learn new tasks.
- Problem-solve to determine appropriate debug/testing processes.
- Improve website functionality by updating plugins and extensions.
- Troubleshoot and conduct standup of resolved technicalities.
- Coordinate with manager to obtain content for updates/expansions.
- Make recommendations for new features based on suitability and alignment with business goals.
- Maintain 3 websites using best practices to serve diverse groups according to client's needs.
- 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.

Increased client satisfaction by efficiently managing case files and

promptly addressing inquiries.

Administered data by effectively utilizing best practices.

Provided end-user support addressing desktop 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 projected deadlines by at least 1 day, ahead of schedule.

Performed research and conferred with parties of all levels to gather, document and review information.

Communicated effectively, 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 desktop application issues. Served as technical liaison.
- 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.
- Proofread/edited a high volume of AME/QME medical-legal records.

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

- Use initiative as the resident expert of desktop applications by utilizing all available resources.
- Manage and maintain pertinent legal information in the database.
- Monitored cases while observing confidentiality with extreme discretion and delegated tasks.
- Proofread/edited court correspondence and medical summaries.
- Communicated with professionals of all levels including courthouses for case status, research, and gathered information.