

# OLIVIA K. MOLELLA

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## **OBJECTIVE**

Presently seeking a challenging position where I can contribute my skills, knowledge and enthusiasm towards Communications, Digital Authorship, and Writing.

## **SKILLS**

- Experienced in a professional, administrative, high-paced work environment.
- Excelled verbal and written communication skills.
- Proficient in organization and problem-solving skills.
- Extensive knowledge in video editing, social media content creation, graphic design, and website coding.

## **EXPERIENCE**

### **Customer Service Representative**

*Longo's Brothers Fruit Market Inc.*

July 2018 – May 2022

- Providing a positive customer experience with fair, friendly, and courteous service.
- Providing support and resources in resolving customer issues and questions.
- Assisting in the training of new cashiers.
- Processing return transactions.
- Tallying up and depositing sale totals at the end of the day.

### **Senior Operations Representative**

*Royal Bank of Canada*

May 2022 - Present

- Acquired extensive knowledge in trade finance and the processing of documentary collections, letters of credit, and standby letters of credit.
- Specializing in Documentary Collections.
- Assisting in the inputting, releasing, and dispatching of collection documents.
- Prioritizing workloads based on volume.
- Corresponding with clients and overseas parties.

### **Content Writer**

*The International Association for Professional Writers (Freelance)*

August 2023 – Present

- Generating high-quality articles on a wide range of topics.
- Conducting research to produce authentic and unbiased content.
- Collaborating with editing teams to brainstorm ideas and finalize writing content.

### **Communications Analyst**

*Royal Bank of Canada (Placement)*

January 2024 – March 2024

- Assisting in the co-ordination and execution of T&O events.

- Developing and executing communication plans / marketing for promoting events.
- Creating compelling content for various internal communications channels and email communications.
- Analyzing the effectiveness of Technology & Operations events and communication efforts for future improvement.

## **EDUCATION**

### **Bachelor of Arts – Specialized Honors English and Professional Writing**

*York University*

September 2020 – April 2024

- Specializing in Books and Bookmaking, Digital Authorship, Communications and Media Analysis.
- Published in the 2023 Jan Rehner Prize for Writing [Archives...](#) “Third Year Winner: Social Media and the #MeToo Movement.”
- Content creator for the YorkU Writing Department Instagram - @prwr.yorku
- Recipient of the York University Continuing Student Scholarship 2022