

Norma Vazquez

(760) 534-4043 • normapvazq@gmail.com • linkedin.com/in/normapvazq

EDUCATION

CALIFORNIA STATE UNIVERSITY, FULLERTON
Bachelor of Arts, Communications (GPA: 3.20/4.00)

Fullerton, CA
Expected Graduation: May 2022

COLLEGE OF THE DESERT
Associate of Arts, Communications (GPA: 4.00/4.00)

Palm Desert, CA
Graduated: Jun 2019

EXPERIENCE

SKILLSUSA CALIFORNIA
Public Relations Intern

Fullerton, CA
Oct 2019 – Present

- Managed all SkillsUSA California social media accounts such as Facebook, Instagram, and Twitter. Regularly posted news and updates regarding the organization; utilized analytics to improve advertising strategies.
- Maintained contact with local press up until regional and state conferences; created and handled all press releases.
- Reported to the SkillsUSA California State Director, Clay Mitchell, monthly to discuss improvements and updates regarding the organization.

DOLLAR TREE
Seasonal Cashier

Cathedral City, CA
Sep 2018 – Jan 2019

- Provided exceptional customer service in a timely manner by attending to every customer's needs and concerns.
- Assisted hundreds of customers a day to find and select items; provided recommendations which resulted in a major increase in sales.
- Managed cash registers by handling all transactions during a shift and counted money daily to ensure it was correct.

MISSION PLAZA LAUNDRY
Manager's Assistant

Ventura, CA
Apr 2018 – Aug 2018

- Performed in a fast-paced environment while giving full administrative support to the business owner.
- Entrusted to manage confidential matters such as managing the monthly budget and processing invoices, payments, and customer information.
- Responsible for monitoring and maintaining the proper amount of cleaning supplies to enable cleanliness of the machines and work spaces in the facility.
- Provided excellent assistance to customers by showing them how to operate the machines in the laundromat and suggesting the proper amount of supplies to be utilized.
- Launched the official company website using HTML and CSS; regularly collected new business data to perform maintenance and updates.

COSTCO WHOLESALE
Seasonal Front End Assistant

Fullerton, CA
Oct 2017 – Jan 2018

- Greeted and assisted customers on the selling floor and provided superior customer service by resolving all customer questions and concerns.
- Learned in a quick manner while prioritizing multiple tasks in a deadline driven environment to accomplish all goals.
- Stocked, replenished, and organized inventory accurately and efficiently while maintaining an attractive merchandise display.

PALM SPRINGS UNIFIED SCHOOL DISTRICT
Radio Show Producer

Palm Springs, CA
Aug 2014 – Jun 2016

- Produced a weekly radio show for the school district under the supervision of the communications manager.
- Responsible for controlling and transitioning volume levels during the show to ease the editing process and to ensure high quality content.

SKILLS

- **Technologies:** Adobe Creative Suite, Final Cut Pro, Google Suite, Microsoft Office, Google Analytics, Google Ads
- **Professional:** Customer Service, Public Speaking, Marketing, Advertising, Social Media Outreach
- **Interpersonal:** Leadership, Communication, Conflict Management, Patience, Flexibility, Active Listening
- **Languages:** English, Spanish