

EDUCATION

- Bachelor of Science in Psychology and Spanish Studies, Minor in Business Management** April 2019
Brigham Young University (BYU) Provo, Utah
- 3.67 GPA, Brigham Young Scholar 2016 – 2017
 - Published Literature Review in BYUScholarsArchive and BYU's *Intuition Journal* (2019): *Thinking Outside the Checkbox: Examining the Benefits of Depression in the Workplace*

WORK EXPERIENCE

- Leasing Specialist/Event Coordinator** Dec 2015 – present
Liberty Square Apartments, Redstone Residential Provo, Utah

- Draft and enforce lease agreements for 3,000+ residents
- Maintain leasing velocity at 100% via customer service and seasonal incentives
- Advertise, plan, and oversee 30+ large marketing events
- Devise and implement 10+ tools and measure for sales management, data collection, and analysis
- Train and support 6 supervisors and 18 coworkers in a 400% employee-turnover team
- Drive sales, determine prices, and manage projects; 320% increased renewal rate from 2017-2019

- Teaching Assistant** May 2018 – present
BYU Department of Psychology Provo, Utah

- Tutor 50+ undergraduate students one-on-one on psychological research methods
- Create and adapt teaching, testing, and research materials for 2 undergraduate courses
- Presented to Social Sciences faculty in addressing perfectionism, filmed content for online course

- International Logistics Intern** Apr 2017 – Jul 2017
National Onion, Inc. Pleasant Grove, Utah

- Secured, hired, and oversaw transportation of ~1,000 truckloads of products
- Drafted, sent, and enforced confirmation contract, bill of lading, and invoice for each load
- Facilitated sales by implementing live list of available goods and services
- Negotiated prices with suppliers and clients (often using Spanish)
- Managed inventory of 4 types of products in 2 warehouses

- Customer Service Provider/Cashier** Jul 2015 – Nov 2016
BYU Creamery Outlet Provo, Utah

- Managed high volume cash transactions and served quality food
- Trained 10+ employees in customer service, quality assurance, and inventory management

- Cashier/Courtesy Clerk** Apr 2011 – Apr 2013
Albertsons Market Store #1023 Gilbert, Arizona

- Maintained stock and displays for 3+ departments with minimum supervision

VOLUNTEER EXPERIENCE

- Forensics Unit Recreational Volunteer** Sep 2018 – Dec 2018
Utah State Hospital Provo, Utah

- Developed rapport with patients by teaching the judicial process through games and activities
- Reported to 2 recreational therapists regarding patient behavior and interactions

- Full-Time Representative** May 2013 – Jun 2015
The Church of Jesus Christ of Latter-day Saints Chihuahua, Mexico

- Taught 40+ abstract principles and doctrines to Spanish-speaking residents
- Performed community service - taught English classes, cleaned public areas, and revived 3 orphanages
- Designed and analyzed weekly performance reports
- Trained and led 250+ volunteers in standardization and improvement of teaching skills
- Drafted and oversaw administrative protocol, and organized transportation logistics

- Receptionist** Aug 2012 – Feb 2013
Women and Infant Care Department, Banner Gateway Hospital Gilbert, Arizona

- Resolved pressing medical concerns via phone and used data-sensitive hospital software
- Assisted 35 doctors and nurses in attending to new and expecting mothers

SKILLS AND INTERESTS

- Spanish OPI Score: Advanced Mid
- Eagle Scout with three palms
- HTML • CSS • SQL • Microsoft Excel & VBA • Java • Tableau • G Suite • Canva • Social Media Advertising