

## Amanda E. Gonzales

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### SUMMARY OF QUALIFICATIONS

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#### Customer Service

- Warm-calling & Cold-calling
- POS
- Register Balancing
- Call Center Service Operations
- SOP

#### Computer Technology

- MS Office Suite
- Word Processing/Data Entry, 70wpm
- Troubleshooting, Diagnostics & Installation (Software/Hardware) [PC, Mac, Tablets, Smartphones, Console, etc.]
- Phone Support
- Complaint Handling

#### Social Media & Visual Presentation

- Social Media Maintenance (Hootsuite, Crowdfire, etc.)
- Analyzing Trends & Data
- Literary Composition & Copywriting
- Calendar Creation & Maintenance
- Adobe: Photoshop, Premiere
- Audacity
- OBS & Elgato

#### B.A. Psychology

- Interpersonal Awareness
- Excellent Written & Verbal Communication
- Higher Order Analysis
- Leadership & Teamwork
- Critical Evaluation

#### Administrative Assisting

- Conduct Research
- Maintain & Standardize: records, reports, forms etc.
- Prioritization/Organization
- Data Compilation & Presentation
- Evaluation & Assessment
- Moral & Ethical Confidentiality

#### Visual & Performing Arts

- Public Speaking
- Vocal Technique (Adaptable to situational needs)
- Scripts
- Improvisation
- Presence (Physical & Mental)

### EDUCATION

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California Lutheran University; Thousand Oaks, CA  
3.79 GPA, **Cum Laude**

**B.A. Degree in Psychology, May 2014**

Moorpark, Ventura, & Oxnard College, May 2013

3.8 GPA, **Phi Theta Kappa Honor Society**

### RELATED EXPERIENCE

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Telefund Inc.; Los Angeles, CA  
**Professional Fundraiser**

May 2015-July2015

- Fundraise for: National Organization for Women, Feeding America, Environmental Defense Fund, ASPCA, PBS (Channel 13), *more info upon request.*

DBEWorldWide; Culver City, CA  
**Social Media & Marketing Coordinator**

January 2015-March 2015

- Sub-position: Administrative Assistant

California Lutheran University; Thousand Oaks, CA  
**Help Desk Student Worker**

September 2012-May 2014

- Computer Technology

JC Penney; Thousand Oaks, CA  
**Team Member & Cashier**

November 2010-September 2012

- Customer Service