

# Allie Gator

Houston, TX • (832) 000-0000 • allie.gator@gmail.com

## SUMMARY

Bilingual Social Work senior at University of Houston-Downtown with 3+ years' experience supporting and empowering children and college students from multiple, diverse backgrounds. Enthusiastic, hard-working, and compassionate with strong verbal and written communication skills.

## SKILLS

**Language:** Fluent in Spanish (speaking, reading, writing)

**Computer:** Microsoft (MS) Word, Excel, Outlook, PowerPoint, Publisher; SPSS

**Certifications:** American Red Cross CPR/First Aid/AED (May 0000)

## EDUCATION

**University of Houston-Downtown**, Houston, TX

*Bachelor of Social Work Candidate*, May 2020

**GPA:** 3.68

**Activities:** Social Work Student Community Advocacy Network, *Vice-President* (August 0000-Present)

**Relevant Courses:** Case Management, Urban Issues in a Global Environment, Social Justice & Professional Ethics

## RELEVANT PROJECTS

**University of Houston-Downtown**, Houston, TX

*Student Researcher*

"Diversity and Inclusion"

August 0000-November 0000

- Interviewed 300+ college students of various national, racial, and ethnic backgrounds to investigate cultural inclusivity at University of Houston-Downtown campus
- Determined that 86% of University students felt culturally accepted. Drafted findings in 8-page report

## INTERNSHIP

**Harris County District Attorney**, Houston, TX

*Caseworker Intern*

October 0000-Present

- Interview 15+ complainants daily to gather case details, providing a brief overview of safety information and community resource referrals to address client needs
- Research civil, criminal and police reports, documenting evidence to validate criminal cases/protective orders
- Record accurate appointment notes into Family Criminal Law Division database

## EXPERIENCE

**YMCA of Greater Houston**, Houston, TX

*Day Camp Counselor*

May 0000-August 0000

- Maintained daily attendance record of 200+ campers ages 6-15
- Facilitated activity instructions to groups of 50+ campers, providing clarification when needed
- Communicated upcoming events and news to parents to promote engagement with YMCA

*After School Counselor*

October 0000-May 0000

- Coordinated engaging activities for 30+ children ages 3-5 to provide mental stimulation
- Integrated and fostered teamwork amongst 10 colleagues to build positive working relationships
- Tutored 30+ students in core subjects during homework completion to ensure mastery of content

**University of Houston-Downtown**, Houston, TX

*Student Assistant*

September 0000-July 0000

- Collaborated with department staff in the coordination of educational events for 8,000+ college students
- Engaged in community outreach to enhance department relations with outside organizations, increasing number of active connections by 20%
- Recorded pertinent data utilizing GradLeaders software to support department's monthly reporting

# Eliza I. Gator

Bellaire, TX | (555) 555 4321 | egator@email.com

Writing Portfolio: egator.wixy.com

## SUMMARY

Detail-oriented college senior pursuing an English degree with a passion for journalism. Finely-tuned analytical skills with a dedication to expanding subject knowledge and workplace competencies through continuing research and training. Willingly assume extra responsibility to ensure optimal and timely project execution.

## EDUCATION

*Bachelor of Arts in English Candidate*

May 2015

**University of Houston-Downtown**, Houston, TX

**GPA:** 3.7

**Related Courses:** Advanced Desktop Publishing, Literary Magazine Production, Workshop in Fiction

## EXPERIENCE

### **Intern: Staff writing**

August 2013-present

*Local Houston Magazine*; Houston, TX

- Provide research assistance to a team of 8 staff writers, resulting in increased knowledge of the journalism workplace.
- Create and publish 5 original articles based on research.
- Communicate with subjects of articles written to ensure quality and honest publication.
- Awarded “Staff Intern of the Month” for adhering to deadlines, encouraging a positive work place, and providing staff with diverse and rich information for articles.

### **Writing Tutor: Writing Center**

August 2011-present

*University of Houston-Downtown*, Houston, TX

- Teach students how to engage in “the writing process” by scheduling appointments to coincide with the writing process, including research, drafts, and final edits.
- Personalize sessions according to students’ needs and focus on the writer as a whole person, rather than focusing solely on presenting assignment.
- Cultivate a professional reputation with students and professors, resulting in a clientele base referred by professors or classmates.

### **Staff writer: Dateline Downtown**

May 2014-August 2014

*University of Houston-Downtown*, Houston, TX

- Crafted 1 article each week for the Current Events Column to raise awareness of political issues on campus.
- Promptly met publication deadlines, contributing to the newspaper’s team of 20 staff.
- Developed sound research practices and applied interview skills learned in classes.

## VOLUNTEER EXPERIENCE

### **Homework Helper**

Sept. 2012 – Dec. 2012

*Community Connection*, Houston, TX

- Provided tutoring for math, reading, science and social science homework assignments
- Supervised more than 20 grade school students at a local community center
- Instructed students on how to use computer programs, such as Microsoft Word and basic keyboarding
- Mediated student conflicts and taught listening and conflict resolution skills

## SKILLS

**Technology:** Adobe (Photoshop, InDesign, Illustrator); Microsoft (MS) Office (Word, PowerPoint, Excel, Outlook)

# VARIED STUDENT

Houston, TX | 832-623-3938 | [vstudent@gmail.com](mailto:vstudent@gmail.com)

## SUMMARY

Bilingual business professional with healthcare, administrative, and customer service experience and knowledge of business systems and processes. Adept multi-tasker and excellent problem-solver with proven abilities in database management as well as customer care.

## SKILLS

**Healthcare:** Epic Systems, Records Management, Inpatient Medical Coding  
**Administrative:** Microsoft (MS) Excel, Word, Outlook, Typing Speed 50 wpm; Salesforce (CRM)  
**Language:** Fluent in Spanish (reading, writing, speaking)

## EXPERIENCE

### Receptionist/Unit Clerk,

Houston Hospital, Houston, TX

11/2014-Current

- Maintain accurate records of patient care, condition, progress and concerns utilizing Epic Systems.
- Manage 100+ daily incoming and outgoing calls while recording accurate messages.
- Actively sustain current working knowledge of CPT and ICD-9 coding principles, government regulation, protocols and third party requirements regarding billing.
- Consistently receive a 96% or higher customer satisfaction rating from surveyed patients.

### Market Development Specialist,

Tellex Enterprises, Houston, TX

08/2014-11/2014

- Implemented marketing strategies resulting in a customer base increase of x%.
- Collaborated with x+ designers to achieve set up look for X+ events/pop up shops.
- Processed x+ in store customer transactions weekly via cash or credit card.

### Receptionist,

Alternative Medicine Center, Houston, TX

06/2012-09/2014

- Scheduled x+ office meetings and client appointments weekly for a team of 2 healthcare providers.
- Managed facility upkeep, including set-up and operation of breakfast and lunch service.
- Organized and maintained client information within Salesforce.

### Customer Service Representative,

Micro Center, Houston, TX

02/2011-12/2011

- Sold equipment, software, and warranties to customers, handling cash and electronic payments.
- Provided relevant information on product offerings and technology solutions by listening attentively to customer needs.

## EDUCATION

### Bachelor of Science - General Business Minor

05/2018

University of Houston-Downtown, Houston, TX

**Relevant Courses:** Principles of Management & Organization Behavior, Principles of Marketing, Business Administration, Management, Insurance & Risk Management, Medical Terminology, Patient-Provider Communication, Health Communication

## SUMMARY

Creative and highly inquisitive bilingual college junior pursuing a computer science degree with a passion for software design and machine learning. Excellent Python and Java software development skills.

## SKILLS

**Programming:** Java, Python, C++, C#  
**Software:** Visual Studios, Xcode, Eclipse, Unity, Arduino, Net Beans, Illustrator  
**Operating Systems:** Windows, OSX, Linux  
**Language:** Fluent in Spanish (reading, writing, speaking)

## EDUCATION

**University of Houston - Downtown**, Houston, Texas

*Bachelors of Science in Computer Science Candidate* December 2019

**Relevant Courses:** Software Development with Java, Data & Information Structures, Network Security, Computer Architecture

## Relevant Projects

### **Calculator**

Spring 2017

#### *Lead Developer*

- Created calculator application in Java that incorporates user inputs into algebraic formula to solve equations with a team of 4.

### **Banking Management System**

Spring 2017

#### *Backend Developer*

- Programmed banking management system using C++ with a team of 5 that keeps the detail of clients, accounts, and employees in bank confidential and perform task such as deposit, withdrawal, search a transaction, opening account and transfer money.

### **Payroll Management System in Visual Basic**

Fall 2017

#### *Backend Programmer*

- Designed payroll management system using Visual Basic that can add or delete employee information, search query for employee and generate reports.

## RELEVANT EXPERIENCE

**Staples, Inc.**, Houston, TX

### *EasyTech Supervisor*

Aug. 2012 – Present Manage

- 5-7 employees to run store to reach sells of \$17,000 a day
- Upgrade hardware in customers' computers to enhance its performance; apply Windows 10, Windows 8, Windows 7, iOS, Android operating systems
- Provide excellent customer service resulting in 5% increase in return business

**University of Houston-Downtown**, Houston, TX

### *Technical Assistant*

Oct. 2016 – Nov. 2017

- Managed and maintained computer lab with 60+ computers while providing technical assistance to professors and students including password resets, Wi-Fi issues, and computer diagnostics