

Valeria Castillo Carrillo

Urban Planning Student

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Education

- **Arizona State University** *EXPECTED GRADUATION - SUMMER 2024*
 - Bachelor of Science in Planning.
 - GPA: 3.4

Experience

- **EXPERIS** | Bilingual Service Desk Agent *2023 - PRESENT*
 - Played a key role as a Technical Support Specialist, supporting the In-Home Supportive Services (IHSS) program under the Department of Social Services.
 - Demonstrated exceptional service in providing direction, responding to inquiries, and guiding callers through basic technical troubleshooting.
 - Proficiently multitasked, offering support in both Spanish and English across the three service lines.
 - Utilized various programs to inquire, analyze, and maintain accurate caller data.
- **Disneyland Resort** | Sales Associate *2021 - 2023*
 - Crafted magical moments for guests through creative problem-solving and personalized product suggestions.
 - Maintained a positive attitude and contributed to a vibrant, entertaining shopping environment.
 - Prioritized safety and upheld Disney's brand standards through hard work and seamless collaboration with the team.
 - Demonstrated a passion for delivering exceptional service, leaving a lasting impact on guests with enthusiasm and personalized interactions.
- **Frog's Organic** | Sales Associate *2018 - 2020*
 - Provided excellent customer service as a bread vendor at 5+ farmers' markets.
 - Managed bread products efficiently, ensuring quality and presentation met customer expectations.
 - Gained expertise in pricing strategies, market trends, and competition analysis.
 - Enhanced time management, communication, and problem-solving abilities through daily tasks.
 - Developed and maintained positive relationships with customers and fellow vendors.

Skills

- Adobe Illustrator
- Adobe Photoshop
- RHINO
- AutoCAD
- ArcGIS Pro
- Rhino
- Microsoft Programs