

# VALERIA CASTILLO CARRILLO

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## SUMMARY

Urban Planning graduate with experience in customer service, technical support, and outreach. Skilled in safety procedures, record keeping, and supporting efficient operations. Detail-oriented, dependable, and adaptable across fast-paced environments.

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## WORK EXPERIENCE

<b>Outreach Assistant, City of Irvine</b>	<b>Nov 2024 - Present</b>
<ul style="list-style-type: none"><li>Coordinate the senior transportation program, handling ride scheduling, dispatch, and volunteer communication.</li><li>Provide one-on-one tech support to older adults and serve as the office lead for technology-related inquiries.</li><li>Improved office efficiency by implementing digital tools and Excel trackers for streamlined operations.</li></ul>	
<b>Bilingual Service Desk Agent, Experis</b>	<b>Aug 2023 - July 2024</b>
<ul style="list-style-type: none"><li>Handled high-volume IHSS calls, assisting with timesheets, direct deposit, claims, and account access issues.</li><li>Maintained confidentiality and ensured HIPAA compliance while delivering accurate support using official state protocols.</li></ul>	
<b>Customer Service, Disneyland Resort</b>	<b>NOV 2022 - Jun 2023</b>
<ul style="list-style-type: none"><li>Handled inventory and merchandise in a back-of-house warehouse, following strict safety protocols to ensure secure and efficient operations.</li><li>Supported stock organization and restocking to maintain smooth coordination with front-of-house teams.</li></ul>	

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## EDUCATION

<b>Bachelor of Science in Planing</b>	<b>Aug 2024</b>
Arizona State University	
GPA: 3.8	

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## ADDITIONAL INFORMATION

**Software:** AutoCAD, ArcGIS Pro, Adobe Illustrator, Adobe Photoshop, Rhino, Microsoft Programs  
**Languages:** English, Spanish (fluent bilingual proficiency)