

# 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

### Outreach Assistant, City of Irvine

Nov 2024 - Present

- Coordinate the senior transportation program, handling ride scheduling, dispatch, and volunteer communication.
- Provide one-on-one tech support to older adults and serve as the office lead for technology-related inquiries.
- Improved office efficiency by implementing digital tools and Excel trackers for streamlined operations.

### Bilingual Service Desk Agent, Experis

Aug 2023 - July 2024

- Handled high-volume IHSS calls, assisting with timesheets, direct deposit, claims, and account access issues.
- Maintained confidentiality and ensured HIPAA compliance while delivering accurate support using official state protocols.

### Customer Service, Disneyland Resort

NOV 2022 - Jun 2023

- Handled inventory and merchandise in a back-of-house warehouse, following strict safety protocols to ensure secure and efficient operations.
  - Supported stock organization and restocking to maintain smooth coordination with front-of-house teams.
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## EDUCATION

### Bachelor of Science in Planning

Aug 2024

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)