

Karina L. Plascencia

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EDUCATION

University of California, Berkeley
Bachelor of Arts, Political Science

December 2017

SKILLS

- Bilingual: Fluent in Spanish
- Proficient in Microsoft Office: Word, PowerPoint, and Excel
- Advanced knowledge and usage of Social Media platforms (Facebook, Twitter, Instagram)
- Community Outreach
- Leadership

WORK EXPERIENCE

Administrative Assistant, Nicholas C. Petris Center

August 2016- Present

- Assist with financial transactions, including international research stipend payments
- Handle sensitive information with discretion, including research and financial documentation
- Ensure documentation accuracy and systematic organization; maintain tracking database
- Research travel arrangements and ensure accommodations are accurate

Operations Staff, Recreational Sports Facility

June 2015- August 2016

- Assisted guests with services such as program schedules, court reservations, equipment check out
- Interacted with guests regularly, answering general inquiries regarding the facility
- Maintain and organize facility's equipment and materials to ensure accessibility to amenities
- Resolved routine conflicts with guests in order to reconcile relations amongst all parties

Cashier, McDonald's

May- August 2014

- Provided customers quick and friendly service while ensuring the accuracy of each transaction
- Assisted with the delivery of food to guarantee service was provided under 10 minutes
- Balanced the cash register daily to verify the accuracy of each transaction resulting in consistent positive outcomes
- Solved customer disputes to align the customer experience with the business goal

VOLUNTEER EXPERIENCE

Tax Preparer- Volunteer Income Tax Assistance
2016

August 2015- April

- Mastered tax codes to provide free tax preparation services to an underprivileged community
- Interviewed individuals to diligently obtain information on income, life situations and other factors to adequately provide appropriate deductions and allowable credit(s)
- Responsible for maintaining sensitive information such as, social security and financial documents

Mentor- Bridges Multicultural Resource Center

September- December 2015

- Mentored undocumented high school student through the Dreamer's Project while providing emotional support and guidance
- Tasked with developing a 4-year plan to guarantee mentee's eligibility to a 4-year university upon graduation
- Engaged in group dialogue to propose solutions and encouragement for student's educational concerns

Liaison- Latino Business Student Association

January- May 2014

- Represented LBSA at bi-weekly meetings with Latino student organizations to discuss integration concerns within the campus
- Fostered relationships with organizations to coordinate networking events to strengthen relations
- Engaged in group exercises to build efficient relationships to better understand community goals

INTERESTS

Golf, Hiking, Basketball