

# PAOLA HERRERA SILVA

## SUMMARY

- Extensive leadership experience, particularly within a high school education setting
- Adept at working across departments, with faculty, administrators, and students
- Award-winning written communication skills

## CONTACT DETAILS

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## SKILLS

Dynamic communication skills  
Administrative support  
English and Spanish language fluency  
Customer service interactions  
Proofreading  
Public speaking expertise  
Leadership

## EDUCATION

### DRAKE UNIVERSITY August 2020-May 2023

Public Relations

### INTERNATIONAL LEADERSHIP OF TEXAS GARLAND HIGH SCHOOL August 2016-May 2020

## WORK HISTORY

### INTERN

#### Monster Yogurt | 2014 -2014

- Made all of the desserts for the customers of the restaurant
- Organized take-out orders
- Worked the cash register
- Provided quick, friendly, and effective customer service

### INTERN

#### Spirit Outfitters | 2015 - 2015

- Maintained in-store stock and processing payments
- Effective at building loyal customer relationships
- Personalized style recommendations
- Created seasonal trend visuals for the store

### SALES ASSOCIATE

#### Victoria's Secret | 2020-2021

- Interacted with customers professionally by phone, and in-person to provide a desired shopping experience.
- Helped group by supplying all administrative support, including managing incoming calls, working the register, working the sales floor and sorting the floor when closing.
- Built rapport with clients to facilitate trusting relationships and provide setting conducive to growth.

### TEAM MEMBER

#### Chick-Fil-A | 2021 -Current

- Maintain sanitation, health, and safety standards in work areas.
- Read food order slips or receive verbal instructions as to food required by patron and prepare and cook food according to instructions
- Take food and drink orders and receive payment from customers
- Clean, stock, and restock workstations and display cases
- Serve orders to customers at windows, counters, or tables
- Prepare and serve beverages such as coffee and fountain drinks
- Order and take delivery of supplies
- Issue receipts, refunds, credits, or change due to customers
- Assist customers by providing information and resolving their complaints
- Greet customers entering establishments
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans

### SERVER

#### Jake's Gameday | 2023-Current

- Prepare restaurant tables with special attention to sanitation and order
- Attend to customers upon entrance to the restaurant
- Present menus, serve and help customers select food/beverages
- Take and serve orders
- Answer questions or make recommendations for complementary products
- Collaborate with other restaurant servers and kitchen/bar staff
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment