

# VALERIA CASTILLO CARRILLO

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## SUMMARY

Recent Urban Planning graduate with a background in customer service and technical support. Interested in a Planner position to contribute to innovative planning solutions and sustainable development practices, leveraging my skills and passion for planning.

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## EDUCATION

**Bachelor of Science in Planning**  
Arizona State University  
GPA: 3.8

August 2024

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## WORK EXPERIENCE

### Experis, Bilingual Service Desk Agent

August 2023 - Present

- Managed high-volume calls for the In-Home Support Services (IHSS) program, offering support for electronic and telephonic timesheets, direct deposits, and claims.
- Ensured adherence to program policies, PHI, and HIPAA standards, maintaining confidentiality and providing accurate information.
- Followed official state scripts to deliver precise and comprehensive information, ensuring compliance with program policies and procedures.
- Assisted with registration, login problems, password and passcode resets, email updates, timesheet submissions, direct deposit, garnishments, and payroll inquiries.

### Disneyland Resort, Sales Associate

November 2021 - June 2023

- Provided personalized product suggestions and resolved guest issues, ensuring memorable experiences.
- Maintained a positive attitude, contributing to a vibrant and safe shopping environment.
- Delivered exceptional service, upholding Disney's brand standards through collaboration and enthusiasm.

### Frog's Organic, Sales Associate

July 2018 - December 2020

- Delivered excellent customer service as a bread vendor at multiple farmers' markets.
  - Efficiently managed product quality and presentation, meeting customer expectations.
  - Developed pricing strategies and analyzed market trends.
  - Fostered positive relationships with customers and vendors.
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## KEY SKILLS

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