

# STUDENT NAME

Baton Rouge, LA • xxx-xxx-xxxx • xxxxxxxx@gmail.com • LinkedIn • Portfolio link

## EDUCATION

**Louisiana State University (LSU), Baton Rouge, LA**

**May 2025**

*Bachelor of Arts, Mass Communication and Bachelor of Arts, Religious Studies*

**Concentration:** Digital Advertising

**Certifications:** Social Media Marketing Hubspot Certification, Break Into the Fashion Industry Course (completion date: April 2024)

## EXPERIENCE

**Call Center Operator**

**SEPT 2023-PRESENT**

*National Center for Disaster Fraud (NCDF) Louisiana State University, Baton Rouge, LA*

- Generate detailed reports about fraud committed within the following federal agencies Department of Homeland Security, United States Postal Service, Department of Health and Human Services and Social Security Administration
- Facilitate effective communication with Spanish-speaking complainants by providing accurate translation services for calls and voicemails received on the hotline, ensuring positive resolution of issues.
- Implement efficient data management practices by utilizing Microsoft Excel to document and track incoming phone calls, enabling the team to effectively monitor and address inquiries while maintaining organized records for future reference.

**Opinion Columnist**

**PRESENT**

*LSU Réveille, Baton Rouge, LA*

- Craft compelling opinion pieces for publication in LSU Réveille newspaper and website, showcasing insights into current affairs and popular culture trends
- Engage in observation of popular culture dynamics to develop thought-provoking content, stimulating meaningful discussions among readers
- Demonstrate proficiency in adhering to APA writing style guidelines, ensuring accuracy and consistency in all published articles
- Collaborate with the editorial team to brainstorm and execute content ideas, contributing to the newspaper's diverse and engaging editorial lineup
- Maintain a strong commitment to journalistic integrity and ethical reporting standards while producing impactful opinion pieces for a broad audience

**Content Creator**

**2020 - PRESENT**

*TikTok, @thesoulfulsongbird\_*

- Strategically craft visual and written content that boost user engagement
- Analyze scholarly articles from research databases that are available to LSU students
- Observe user engagement using TikTok's analytics program in order to learn more about consumers and help create content that align with their demographic

## SKILLS & HONORS

AP style writing for organizations and the media, Canva, fluent in English and Spanish, Adobe Photoshop President's Honor Roll, Dean's List, Manship Luke S. Bashore Traveling Scholar Award, LSU Black Scholar Award

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