skills

Technical:

- Microsoft and Macintosh.
- Microsoft Word, Excel, Power Point and Keynote.
- Photoshop, InDesign, Illustrator and Final Cut.
- Drawing, Writing, Graphic Design, Photography and Video Editing

Personal:

- Excellent at team work.
- Good at working under pressure.
- Responsible, upright and committed.
- Solid interpersonal relations.
- Fully bilingual (English and Spanish).

ALEXANDRA CRUZ
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education

Miami Ad School
Brooklyn, New York (January, 2013 - Present)

- Art Direction Portfolio Program

University of Puerto Rico's Public Communication School
Rio Piedras Campus (August, 2001 - May, 2006)

- Bachelor's Degree in Public Communication
- Major in Audiovisual Communications
- Magna Cum Laude Graduate

Complutense University of Madrid, Spain
School of Information Sciences (February, 2005 - June, 2005)

- Exchange Student

experience

AT&T Mobility (October, 2011 - November, 2012)
Bilingual Customer Care Representative

- Assist customers with their mobile phone service regarding plans, billing, technical support and service recommendations.
- Handling several computer systems at the same time, judgement and decision making, developing customer relations, working under pressure.
- On-call "Manager Relief" for Transitional Group (April - June, 2012).
- "Top Dog of the Month" for June, August and September 2012 (top highest scores on "ACE Reports" regarding customer's satisfaction).

Puerto Rico's Film Industry (April, 2008 - June, 2011)
Freelance Production Assistant/Coordinator, Locations Assistant and Designer

- Collaborate in required tasks needed to prepare production and/or locations for filming purposes.
- Running errands, coordinate crew members and vendors, anticipate issues, provide solutions, document processing, office tasks, etc.
- Document design such as Location Maps for crew members, and Production Books.
- Projects: Movies and TV Shows such as "Rum Diary", "Royal Pains", "Eastbound & Down", "Fast Five", TV Commercials, Photoshootings, Theatre, among others.

Marksell (March, 2007 - November, 2007)
Administrative Assistant

- Assist in advertising agency's operations.
- Reception, telemarketing, documents and data-base, graphic design, clippings, etc.

Arte Gráfico &... (September, 2006 - January, 2007)
Intern

- Private student practice in Graphic Design.
- Assist in coordination of the event "Gráfica del Caribe 2007".

References upon request.