

Yulyanna Silva

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Professional Experience

The University of North Texas at Dallas

October 2016-Present

Digital Media Specialist/ Helpdesk Assistant

Answer phone calls, reply to various email and voice messages.
Utilized traditional or digital cameras along with tripods and lights.
Performed general office duties: Plan, schedule, and record video appointments for faculty members.
Well versed in new media practices and platforms including Adobe Creative Cloud Suite.
Organized, edit footage, and upload to university course management system
Train new employees.

Pappadeaux Seafood Kitchen

July 2012- Nov 2015

Supervisor

Ensure customer satisfaction through promoting excellent service
Respond to customer complaints tactfully and professionally
Established departmental policies, goals, objectives, and procedures, with staff.
Promotions & Up-selling.
Vendor Management and Inventory Control
Consult and plan Innovative menu marketing projects
Train new employees and provide ongoing training for all staff

Education

The University of North Texas at Dallas

Anticipated Graduation: May 2018

Bachelor's in Arts, Communication and Technology
Concentration in Sports and Entertainment Broadcasting
Minor: Psychology

Eastfield Community College

May 2016

Associates in Arts Degree

Technical Skills

Software: Adobe Creative Suite Final Cut Pro X Audacity Camtasia Video Scribe DV Prompter-Date video	Cameras: Canon XA30 Panasonic AG-HMC40 AVCCAM	Audio: Zoom H4N
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Skills / Strengths

Distance Learning Support	Public & Media Relations	Content Management
Marketing Strategy	Project Management	Social Media Savvy
Bilingual	Community Outreach	Social Media Marketing
Professional Customer Service	Microsoft Office Suite	Event Planning
MacOS/ Windows	Facilitator	Promotions

Service & Awards

Mistress of Ceremony: Michelada Festival

Fort Worth, TX (October 2017)

Description: Hosted coordinating social event presentations during the live festival event.

Executive Board Member: Communication Club, Community Service Chair

Mesquite, TX, (2013-2015)

Description: Coordinating student local organization events

Heart of a Leader, Leadership and Training Skills: January 2018

Presidents/Deans List: Fall 2016, Fall 2017