

Angelena Nunez

Virtual Assistant & Accessibility Web Developer

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Motivated, goal-oriented, and creative problem solver with a background in software development, education, social services, outreach, and customer service. Possesses expertise in cross-team collaboration, communication, and interpersonal skills. TEFL Certified Teacher & English/Spanish Bilingual with skills in Web & Email Development, Marketing, Sales, Administration, and Operations. Experienced in business, administration, and operations, seeking an opportunity to utilize my native English and unique skill set as a virtual assistant and/or web developer/designer.

Skills

Remote Work • Translation English/Spanish • Cross-Team Collaboration • Interpersonal skills Communication • Customer Service • Business Operations • Administrative Support • Sales Marketing • Data Entry • Data Management • Microsoft & Google Suites • Cultural Sensitivity CMS • Digital Accessibility Compliance • Web Design • Email Development (Table Based HTML) **Web Development** (HTML, WAI-ARIA, Javascript, CSS, Bootstrap, & SASS) • **Accessibility Design**

Certificates

Web Accessibility - Department of Homeland Security [🔗](#)

May 2023 | Certified in authoring, testing, and remediation of apps & websites for digital accessibility.

Digital Microsoft & PDF Document Accessibility - Department of Homeland Security [🔗](#)

May 2023 | Certified in authoring, testing, and remediation of PDF and Microsoft Documents for digital accessibility.

Software Development - Reskill Americans [🔗](#)

October 2022 - March 2023 | HTML, WAI-ARIA, JS, CSS, Bootstrap, & SASS

120 Hour TEFL Certification - TEFL Professional Development Institute [🔗](#)

June 2023 | Teaching English as a Foreign Language
120 Hour TEFL Certification completed with a grade of High Distinction. Certificate Number TEFL_036872

Professional Experience

06/2020 – 01/2023
Rocklin, CA, USA

Business Owner, Karani Art USA

- Owned and operated an E-Commerce business that produced unique artwork and statues.
- Sold items online via CRMs, Etsy, Ebay, as well as sales heavily conducted at local festivals, outdoor events, flea markets, and conventions.
- Conducted operational duties: brand building, bookkeeping, taxes, profit/loss statements, materials purchasing, customer service, promotions, email blasts, customer retention, social media marketing, as well as cash handling, event booking, setup, and in person sales.

07/2018 – present
Gridley, CA, USA

Freelance Virtual Assistant, Elite Expositions

- Maintained consumer prospect lists & contact database for B2B Telemarketing while conducting cold calls, lead generation, sales, and event booking using Zoho and Aloware.
- Data entry and effective records management with a discrepancy rate of less than 3%.
- Accountable for graphic design, creating, proofing, editing, copywriting, and quality assurance and optimization of offline and online content, marketing campaigns, and coded HTML email marketing templates for use on Mailchimp.

- Audited and updated web and collateral content as the product, event, or company information changed.
- Assisted team with digital asset maintenance and management.
- Created SOPs, Employee Handbooks, Non-Compete Agreements, OSHA Training Materials, and other Human Resources Documents.

03/2020 – 02/2021
Sacramento, CA, USA

Family Advocate - Remote, *River Oak Center for Children*

- Coached, mentored, and educated families in acquiring greater communication skills, learning system navigation, and self-regulation skills that were geared toward helping them take more effective advantage of their child's mental health treatment while assuring that their personal goals and outcomes were met.
- Participated in CFT (Child and Family Team) meetings in family homes or in the community, assessing their strengths and challenges, providing parenting support, informing them about available services, and linking them to community resources.
- Position was 100% remote providing billable telehealth services over phone or video while meeting monthly billable hour quotas and entering client data into EMR/HIMS.

04/2013 – 09/2013
Sacramento, CA, USA

Family & Friends Coordinator, *Mental Health America of N. Cal*

- This position partnered with the County Adult System of Care and Health and Human Services, and other local mental health and social services providers in providing crisis response to adults while primarily working with their friends, caregivers, and/or families providing them resources and support.
- Offered ongoing education and led support groups and taught workshops that brought clients and families with similar challenges and concerns together focusing on wellness and recovery.

05/2008 – 09/2010
Rocklin, CA, USA

Assistant Teacher, *KidsPark*

- Created and implemented engaging lesson plans to teach students ages 2-12 years of age, utilized various teaching methods and materials to cater to diverse learning styles and abilities and fostered a positive and inclusive classroom environment that encouraged student participation and growth.
- Assessed and tracked student progress and provided constructive feedback to support their development.
- Collaborated with colleagues and participated in professional development activities to enhance teaching skills prepared.
- Served snacks and meals, maintained order and cleanliness throughout facility, triaged emergencies and took appropriate action, rendered basic first aid, cleaned and closed facility.

06/2005 – 04/2009
Auburn, CA, USA

Family Advocate, *KidzKount Head Start Preschool Programs*

- Worked with enrolled families of children 3-5 years old to deliver direct services to support family well-being, child learning and development, and foster parental confidence and skills that promoted the early learning and development of their children.
- Collaborated with families/caregivers to create individualized family partnerships taking into account family strengths, needs, and goals, along with any existing plans made with other community agencies.
- Conducted one-on-one home visits as needed and as required by the program.
- Worked with families to ensure all required paperwork was completed.
- Performed daily data entry into case management database, monitored data regularly to ensure compliance with program standards.
- Developed collaborative relationships with community partners and represented Head Start at community events.

10/2003 – 06/2005
Roseville, CA, USA

Reception Security Officer, *Barton Protective Services*

- Maintained a safe and secure environment, actively monitored the premises, via CCTV, vehicle patrol, front desk/concierge services, and dispatch.
- Enforced regulations and directives for site pertaining to personnel, visitors, and the area.
- Provided customer service and information to prospective employees and clients.
- Supported HR Director in preparing training materials and screening job applicants.

07/2001 – 10/2003
Roseville, CA, USA

Security Officer/Dispatcher, *IPC International*

- Licensed Security Guard and Full Time Dispatcher at "The Galleria at Roseville" Mall, created schedule and ran shift for a team of 4 to 8 security officers per shift.
- Handled medical emergencies and crimes, contacting appropriate outside agencies, wrote reports, maintained records, monitored CCTV system, and assigned guard rotations.
- Completed defensive driving course onsite with security vehicle in cooperation with the local Police Department.

Languages

English (Native English Speaker)

Spanish (Fluent)

Education

2005 – 2005
Rocklin, CA, USA

Human/Child Development, *Sierra College* 

Exceeds requirements and eligible for California Commission on Teacher Credentialing Child Development Assistant Permit, one class less than required by the CA Commission on Teacher Credentialing for a Child Development Permit at the Associate Teacher level.