

BRIANNA OLAGUE

Sumner, WA | (909) 471-0368 | brianna.m.olague@gmail.com

SKILLS

- Versatile self-starter with ability to excel in a team and individual setting
- Remote work experience
- Bilingual - Spanish – Intermediate Speaking, Writing and Reading
- 10+ Years of Microsoft Office Proficiency (Word, PowerPoint, Outlook, etc.)
- 40 WPM Type Speed
- Proficiency with Google Suite
- Proficiency in Adobe Creative Suite
- Understanding of various video conferencing systems
- Understanding of multiple operating systems
- Superior organizational skills
- Effective time management
- Flexible to shifting priorities
- Excellent written/verbal communication
- 3 years scheduling experience
- 6+ years customer service role experience
- 5 years administrative support role experience
- Tech Savvy/troubleshooting proficient
- 4 years management experience

EXPERIENCE

MOLEN ORTHODONTICS, Sumner, WA

Graphic Design & Social Media Specialist | November 2022-Present

- Design eye-catching visuals, including graphics, images, and infographics for online and offline marketing materials.
- Create and maintain a consistent visual identity across all platforms, ensuring brand guidelines are adhered to.
- Collaborate with the marketing team to develop creative assets for campaigns, promotions, and events.
- Develop and execute a social media content calendar to ensure regular & engaging posts across various platforms (e.g., Facebook, Instagram, TikTok).
- Create and curate high-quality content, including text, images, videos, and other multimedia elements.
- Monitor and respond to comments and messages on social media, engaging with our audience and managing online community interactions.
- Analyze social media data and provide insights to help optimize content and strategy.
- Stay up-to-date with the latest social media trends, algorithms, and emerging platforms.

PARAMOUNT RESIDENTIAL MORTGAGE GROUP INC., Federal Way, WA

Executive/Administrative Assistant | Hybrid In-Office & Remote | March 2022-October 2022

- Directly assists team executive
- Administrative support to remote team across various time zones
- Effectively communicates with clients and team members in a timely manner
- Responsible for maintaining a calendar/schedule for all important dates and appointments in a fast-paced environment
- Prioritize tasks assigned and set schedule for various duties
- Schedules and updates appointments/meetings for executives
- Manages business expenses and responsible for monthly statement reviews
- Solves client issues or requests with urgency and accuracy
- Schedules travel and creates personalized itineraries for team members
- Manages social media (Instagram, personal & business Facebook, TikTok) and generates relevant, educational, and trending content
- Assists in executing daily, weekly, and monthly marketing strategies
- Designs marketing and social media content in Canva in theme with current business style
- Assigned to creating monthly mailers for clients and realtors from idea to finished, mailed product
- Promotes team culture, planning and executing team events.
- Trusted with private, sensitive information when assisting with client pre-approvals, refinancing, and existing loans.

SAIC INC., Ansbach, Germany

Facility Manager/Computer Operator I | Oct 2018 - Sep 2021

- Administrative support to remote team across various countries/time zones
- Maintained and operated the Digital Training Facility.
- Scheduled training for available classrooms and open dates.
- Ensured the facility is available for all scheduled and non-scheduled training.
- Validated that DLS equipment is installed and functioning properly to support needed training.
- Ensured that workstations are available for scheduled learners and that workstations are loaded with appropriate courseware.
- Reported system, software, or equipment failures to EMC helpdesk.
- Assisted and respond to EMC technicians to resolve issues with systems, software or equipment. - Market DLS training and system capabilities to on-post organizations to facilitate increased utilization.
- Have general knowledge of software applications, operating IT equipment experience, workstation set-up, and have familiarity with networked systems.
- Customer service experience including resolving issues related to desktop IT resources.

WALT DISNEY COMPANY, Anaheim, CA

Food Service Worker/Cashier/New-Hire Trainer | Jul 2015 - Sep 2017

- Responsible for welcoming and interacting with all Guests
- Requires constant interaction with Guests including answering questions, providing directions, event information and other services to help create a magical experience -May assemble orders and present to Guests according to recipe guidelines
- Knowledge and understanding of safety and sanitation guidelines including temperature requirements
- Has good judgment of food quality and production, understands the impact of spoilage
- Responsible for maintaining work area-restocking and cleaning

- Ensures that food presentation is fresh and up to quality standards
- Responsible for greeting Guests and taking their order, entering POS system, and verifying order by repeating back to Guest and suggests additional items as appropriate.

EDUCATION

CALIFORNIA STATE UNIVERSITY-LOS ANGELES Los Angeles, CA
Bachelor of Arts (B.A.) Art/Animation

A. B. MILLER HIGH SCHOOL
Fontana, CA
High School Diploma