

# Karla Mera

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## Objective

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Seeking a full time long term position at a company close to where I reside. Utilizing my experience with customer service, organizing an efficient workflow and building a community.

## Key Qualifications

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- Over 9 year's experience working in fast paced, discreet office environment.
- Comfortable with computers, data entry, and asset management.
- Able to create a positive impression about my company through efficient and professional interactions.
- A self-motivated and disciplined individual with a strong work ethic and proven track record.
- Dependable, personable, and dedicated to great customer engagements.

## Work Experience

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### Front Desk Receptionist

Jan 2019 - Present

LA Fitness

- Greeted clients and addressed any issues or concerns brought up about their membership and billing.
- Ensured customers and guests were comfortable while scheduling and waiting for sales team or other staff members.
- Made follow up appointments for sales and trainers using our computerized customer management system.
- Answered the phone, updated appointments, and forwarded calls to staff.
- Took initiative to organize front-desk filing systems and workflow.

### Social Media Marketer

February 2022 - April 2022

Content Creator for Tammy Jerome

- Oversaw real estate company's interactions with the public through implementing content strategies on social media platforms.
- Duties included but not limited to analyzing engagement data, finding trends in customer interactions and planning digital campaigns to build community online.
- Identify opportunities to influence public perception through audience engagement and publicly speaking about the brand's social media strategy

### First Light Home Healthcare

January 2021 - February 2022

Caretaker/ Home Aid

- Helped patients in a variety of ways, which included taking their vital signs and giving them medicine under a nurse's direction.
- Record and report data as medically necessary and also help patients with their daily functions, such as dressing or taking a bath.
- Assisted with planning for doctor's appointments and/or other meetings and may organized transportation for them.

## Education

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### Bachelor's Degree

May 2011

SUNY Purchase College

- BA in Fine Arts
- Major: Arts Management
- Minor: Photography
- Graduated with a 3.2 GPA.

# References

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Alicia Zaragoza  
Epson Commercials  
1st AD  
310.936.9871

Francisco Hernandez  
Disney & Ford  
1st AD  
323.397.7508

Michel Rangel  
BET Soul Train Awards  
Production Manager  
310.754.5422

Angel Najarian  
Production Manager  
Flower Power Productions  
310.465.4073