

ISELA ANGUIANO



OBJECTIVE

College graduate looking for an opportunity to gain professional experience in the field of psychology. My ultimate goal is to further my education by gaining experience in counseling to go on to graduate school.



EDUCATION

Bachelor of Arts in Psychology | University of Nevada, Reno

2016 – 2018

- Top 15% of class, Career GPA 3.73
- Minor in Addiction Treatment Services
 - Center for the Application of Substance Abuse Technologies (CASAT)
- Coursework includes:
 - Substance Abuse Addiction
 - Substance Abuse Prevention
 - Signs & Symptoms of Addiction
 - Screening & Engaging Clients
 - Individual & Group Addiction Treatment
 - Assessment & Case Management - Addiction
 - Basic Principles of Psychotherapy
 - Cognitive Psychology
 - Psychology of Personality
 - Social Stratification
 - Elementary Analysis of Behavior
 - Mindfulness in Psychology
 - Social Movements & Collective Behavior
 - Psychology of Aging
 - Measuring the Human Brain
 - Sociology: The Family
 - Contemporary Moral Issues in Psychology
 - Psychology of Trauma

Associate of Arts in Psychology with Distinction | Truckee Meadows Community College

2013 – 2015

- Full time student
- 3.97 GPA

- Dean's list for 3 semesters
- Coursework includes:
 - Abnormal Psychology
 - Child Psychology
 - Social Psychology
 - Sociology
 - Probability & Statistics
 - Research Methods
 - Awarded most creative design for research method semester project

Advanced High School Diploma | Damonte Ranch High School

2009 – 2013

- Top 20% of class
- Honor roll 2009-2013
- Scholar with 3.8 GPA or higher for eight semesters
- Graduated with 4.0 GPA



EXPERIENCE

Case Manager | Quest Counseling and Consulting

SEPTEMBER 2019 – CURRENT

- Provide targeted case management to clients
- Training on prevention programs to implement at WCSD schools

Quality Inspector | International Game Technology

MARCH 2019 – SEPTEMBER 2019

- Inspect lottery games for quality assurance
- Inspect slot machines for quality assurance
- Stay up to date on standards
- Attend daily team meetings on issues and changes in standards
- Document non-conformances on games
- Meet shipping standards for different jurisdictions
- Offer feedback in stand-up meetings for non-conformances

Hostess & Cashier | Toucan Charlie's Buffet (Atlantis Casino Resort Spa)

JULY 2015 – MARCH 2019

- Answer phone calls regarding guest's inquiries
- Maintain tidy workspace
- Ring up guests & cash out server tips
- Engage with guests to provide Forbes standards service
- Seat guests in a timely fashion
- Stocking on items needed for job performance & for guests

Server & Cashier | Bistro Habanero

OCTOBER 2014 – JULY 2015

- I learned to work independently in many different positions. From dishwasher, to cashier, bussing, and serving guests.
- Effectively communicated with guests & staff that needed translation
- Managed to open in timely manner with everything organized & in order
- Ability to multi-task while prioritizing important duties
- Answered phone calls with questions, concerns, & take-out orders
- Closed cash register daily



SKILLS

- Interpersonal experience working with clientele
- Highly dependable
- Critical thinking skills
- Independent problem-solving skills
- Enthusiasm & willingness to learn
- Ability to work weekends
- Detail oriented & Goal driven
- Friendly demeanor
- Excellent attention to detail
- Solid independent worker & also a team player
- English/Spanish fluency
- Basic math skills
- Computer literate: Microsoft word, Excel, PowerPoint
- Strong writing skills
- Solid communication skills
- Strong interpersonal skills
- Strong organizational skills
- Appreciation of diversity/ Cultural competence
- Deadline driven



ACTIVITIES

Volunteer work –

February 2018 – June 2019

- Sanchez Decorations Inc.
 - Clerical duties:
 - Answering phone calls
 - Filing paperwork
 - Help decorate and set up for special events
 - Weddings
 - Baby showers
 - Birthday parties
 - Baptisms
 - At times, coordinate with event planner
 - Coordinate with customers
 - Provide timely services
 - Clean up/Pick-up supplies and decorations after celebration

April 2015

- Truckee Meadows Parks Foundation – Reno, Nevada
 - Handed out flyers for events in public
 - Reached out to organizations regarding public events for TMPF
 - Organized paperwork in office
 - Sent emails regarding posting of event information
 - Advertised event on online forums/communities