

Pamela Underwood

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OBJECTIVE

Seeking a position in a California Community College as a Counselor, where I can apply over four years of experience working in higher education and counseling techniques to support student growth and success.

PROFESSIONAL EXPERIENCE

11/2019 - Present

Study Abroad Program Advisor & Student Outreach Specialist | Loyola Marymount University | Los Angeles, CA

- Take a lead role in student advising and campus outreach prior to program selection and carry out initiatives to grow and diversify student participation.
- Performs all the tasks described under the Study Abroad Advisor role.

08/2020 - 12/2020

Career Readiness Intern | California State University, Dominguez Hills - Career Center | Virtual Internship

- Led workshops offered by the office, observed career coaching appointments, observed assessment interpretation, and participated in the critique of resumes, cover letters, and personal statements.
- Created and delivered the CSUDH Career Center student newsletter twice a month, and the CSUDH Career Center employer newsletter once a month with information about upcoming events, job positions, wellness tips, among others.

08/2018 - 11/2019

Study Abroad Advisor | Loyola Marymount University | Los Angeles, CA

- Facilitated program information and application workshops for students interested in semester and summer study abroad programs.
- Managed over 140 student applications per semester including reviewing applications, sending acceptance/regret announcements, and preparing students to complete the post-acceptance requirements before departure.
- Coordinated program arrangements with service providers and partner institutions for existing and new study abroad programs including the review of contracts, marketing strategies, recruiting, among others.

10/2016 - 08/2018

Administrative Coordinator, Study Abroad Office | Loyola Marymount University | Los Angeles, CA

- Co-managed the operation and programs accounts by reconciling the expenses every semester, paying invoices, and preparing documentation for faculty salary and stipends.
- Organized study abroad events including marketing strategies.
- Recruited peer advisors positions (student employees) by updating and posting the job description, selecting the candidates after phone screens, and inviting the final candidates to an onsite interview to meet the team.

08/2013 - 09/2015

International Recruiter Coordinator | Internet Brands | El Segundo, CA

- Opened new tech positions with outsourcing partners, reviewed candidates' profiles from several international locations, facilitated interviews via Skype or GoToMeeting, created offer packets, and coordinated the final steps of the approval/new hire process.
- Managed contractors' records including new hire information, terminations, promotions, contract renewals, raises, performance reviews, health insurance, among others.
- Assisted the Vice President of Human Resources with H-1B, F-1 (CPT/OPT), E-3 visas and related

paperwork.

03/2012 - 08/2013

Receptionist | Internet Brands | El Segundo, CA

- Assisted the Human Resources and Payroll departments with their administrative needs including data entry, organizing and filing documents in the employee's folders, posting open positions in different websites, processing background checks, employment verifications, I-9 verifications, specific projects as directed.
- Other receptionist tasks include answering and directing phone calls, greeting visitors, receiving and distributing mail, coordinating the reservation of conference rooms, among others.

09/2011 - 01/2012

Administrative Assistant | Sun Industries | Torrance, CA

- Tasks performed included, but were not limited to, answering and directing phone calls, greeting visitors, receiving and distributing mail, purchasing office supplies and making them accessible to the employees, creating and updating handbooks with the office policies, data entry, and research.

04/2011 - 09/2011

Customer Service Representative | Mercury Air Cargo | Los Angeles, CA

- Received, organized, and revised paperwork pertaining to the export of goods from the United States to Latin America by LanChile and Mas Air Cargo.

EDUCATION

Master of Arts in Guidance and Counseling - 2020

Loyola Marymount University - Los Angeles, CA

Bachelors of Arts in Art History - 2009

California State University, Long Beach - Long Beach, CA - Magna Cum Laude

Associate of Arts in Art History - 2007

El Camino College - Torrance, CA

SKILLS

Language: English and Spanish: Full Professional Proficiency.

Computer: MS Office Suite, basic Photoshop, basic Illustrator, Concur, Terra Dotta, Handshake, Canva (online design and publishing tool), and Mailchimp (email marketing tool), EMMA (email marketing tool).

PROFESSIONAL AFFILIATIONS

Rancho Academy Participant - February 2021 Cohort

American Counseling Association (ACA)

American College Counseling Association (ACCA)

Diversity Abroad (via LMU Study Abroad)

AWARDS, HONORS, AND RECOGNITIONS

Alpha Alpha Alpha - Honor Society for First-Generation College Students - LMU - 2021

Phi Kappa Phi - Honor Society - CSU Long Beach - 2009

Golden Key International Honour Society - CSU Long Beach - 2007 - Present

Alpha Gamma Sigma - Honor Society - El Camino College - 2005-2007