***Tania Herrera***

 *23 Hidden Harbor Rd, Brunswick, GA • 31525 • 941-718-9381 • tanysalta@icloud.com*

Specific Strengths

* Energetic and driven, with a strong background in customer service and project management, I am eager to bring my skills in developing leads, scheduling appointments, and identifying customer needs to your team. Fluent in both Spanish and English, with a touch of Latina flair, I excel at providing prompt, accurate, and friendly service. My diverse experiences in tutoring, coaching, and event planning have honed my ability to address inquiries, explain complex information, and ensure customer satisfaction. Proficient in Microsoft Word, Excel, and PowerPoint, I utilize a customer-focused, needs-based review process to educate customers about their insurance options, including availability, eligibility, coverages, policy changes, claim submissions, and billing. I am poised to bring my dedication to clear communication and relationship-building to your organization, ensuring positive and informative interactions with every customer.

Education

* **College of Coastal Georgia -** Brunswick, GA • Summa cum Laude
	+ Bachelor of Business Administration • Concentration in Management

Achievements & Accomplishments

* Dean's list - 2020, 2021, 2022, 2023
* 4+ years as a collegiate tennis athlete
* 3- time Academic All-Conference - 2020, 2021, 2022
* Project Management Certificate - 2022
* International Tutor Training Program Certification, Level 1 - 2023
* Capstone Project, maintained consistent top 2 ranking throughout GLO-BUS simulation, showcasing adeptness in strategic decision-making and management.
	+ Assumed diverse roles including strategic planning, product development, marketing, finance, supply chain, and CSR.
	+ Adapted strategies, made data-driven decisions, and navigated market challenges, resulting in sustained high performance.

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| **Professional References**  |  |
|  • **Ande Noktes – Executive Director**  | • **Kayawna James- Administrative Coordinator**  |
|  Lucas Entrepreneurial Center  |  Lucas Entrepreneurial Center  |
|  College of Coastal GA  |  College of Coastal GA  |
|  anoktes@ccga.edu  |  kjames@ccga.edu  |
|  (912) 279-5919  |  (912)2807840  |
|   |   |
|  • **Scott Williamson- Professor of Practice**   |  • **Niki Schmauch- Director**   |
|  Marketing & Communications  | Academic Support  |
|  College of Coastal GA  |  College of Coastal GA   |
|  swilliamson@ccga.edu  |  nschmauch@ccga.edu   |
|  (912) 280-7762  |  (912) 280-7762  |
|  **Personal References**  |  |
|  • **German Carmona- Senior Urban Designer**  |  |
| Associate Principal  |  |
|  Populous Architecture |  |
|  german.carmona@populous.com |  |
|  +1 (917) 603-9698 |  |
|  |  |

Professional Work Experience

**Seward County Community College -** Liberal, KS **•***Assistant Coach* **•** 2/24 to Present

* Assist head coach in practice planning, player coaching, and game strategy development.
* Manage team logistics including travel arrangements and equipment maintenance.
* Support recruiting efforts and mentor student-athletes for academic and personal success.
* Facilitate communication within the team and during the recruiting process by helping overcome language barriers, ensuring clear and effective interactions.
* Provide bilingual support in Spanish and English to enhance team cohesion and inclusivity.

**College of Coastal Georgia -** Brunswick, GA • *Tutor* • 8/22 to 12/23.

* 3 semesters - 100+ of students in business, marketing and math courses.

**Lucas Center for Entrepreneurship -** Brunswick, GA • *Creator/ Event Planning* 8/23 - 12/23.

* 60% increase in online engagement - 80% growth in website traffic
* Manage event budgets, negotiate vendor contracts, and secured sponsorships.
* Actively participate in brainstorming sessions, contributing creative ideas and solutions to enhance the center's content and event strategies.

**Van der Meer Tennis Academy -** Hilton Head, SC • *Tennis Pro •* 5/23 – 8/23

* 145 students, 420 classes & ages between 8-year-olds to 18-year-olds.
* Guide young groups of all ages to achieve highest potential on and off the court.
* Constantly ID & solve problems within our work area.

**Point University Bookstore -** West Point, GA • *Library Assistant •* 8/20 - 8/22

* Assisted the director of the library and human resources in the daily operations.
* Developed system to make it convenient for students to find the textbooks.