

# Citlali Ruiz Rocandio

cruizrocandio@unr.edu | (775) 512-5783 | Reno, NV |  
<https://www.linkedin.com/in/citlali-ruiz-rocandio>

## SUMMARY

---

Aspiring Customer Support professional with strong communication and problem-solving skills, seeking to leverage empathy and adaptability in a customer-focused role. Experience in community volunteering, enhancing social interaction and well-being through effective teamwork and multitasking. Fluent in Spanish and English, with a background in marketing and a keen attention to detail.

## CERTIFICATIONS

---

Duolingo English Test	2025
High Academic Achievement, La Salle	2024

## WORK EXPERIENCE

---

<b>Dental Office (Family Project)</b>	Mexico City, Mexico
Graphic Design Assistant	Oct 2024 - Nov 2024

- Developed clinic branding materials, including digital logos, prescriptions, and medical forms, to maintain a consistent and professional identity.
- Assisted staff by designing visual tools that enhanced patient communication and streamlined documentation processes.

<b>Orphage &amp; Nursing Home</b>	Mexico City, Mexico
Community Volunteer	Mar 2023 - Mar 2023

- Assisted caregivers in daily tasks for children and elderly residents, contributing to a safe and supportive environment.
- Organized weekly recreational activities for over 30 residents, enhancing social interaction and well-being.
- Collaborated with staff to coordinate community programs, improving resident participation.

## EDUCATION

---

University of Nevada, Reno	Reno, NV
Bachelor of Science, Marketing	May 2029
Preparatoria La Salle, Condesa	Mexico City, Mexico
High School, General Education	May 2024

## SKILLS

---

Multitasking • Problem-Solving • Communication • Time Management • Teamwork • Adaptability • Empathy • Social Media Management • Creativity • Attention to detail • Languages: Spanish (Native), English (Second Language)