

Dina Klarisse Dugar

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EDUCATION

Bachelor of Arts in English Literature

- **New York University**
August 2014 - May 2015
- **Arizona State University**
January 2017 - August 2018

EXPERIENCE

TRC, San Francisco, CA — *Technical Editor/Writer*

June 2019 — August 2020

- Formatting, editing, and quality control of customer-facing documents (ie. proposals, project reports, factsheets and misc. marketing materials)
- Conducting multi-phased outreach for project and study participation, gathering contact info from internal resources and individual research.
- Project set-up and data entry on internal programs and Microsoft Excel and Access.
- Researching and writing customer newsletters on relevant market trends and news.
- Content editing and finalization support in technical reports and proposals.

Insidesource, San Carlos, CA — *Account Coordinator*

October 2018 - Current

- Working closely with clients, vendors, and internal sales team to manage large projects from initial product order entry to final installation.
- Evaluating order and installation issues, brainstorming and executing solutions to maintain customer satisfaction.
- Working with manufacturers and developing high-level product knowledge to better advise on order proposals.

Starbucks, Pacifica, CA — *Barista*

September 2016 - September 2018

- Building customer relationships and maintaining excellent customer service.
- Receiving and organizing inventory.
- Cash handling and processing tip wages for the entire store.
- Multi-tasking in a high intensity and high traffic environment.
- Preparing food and beverages under health and safety regulations.

Mathnasium Learning Center, Sunnyvale, CA — *Instructor*

October 2015 - July 2017

- Tutoring and instructing students from grades 1-12 on a broad range of topics, from skip-counting to the unit circle.
- Working with students with learning and social disabilities and finding creative ways to re-introduce and reinforce math concepts.

NYU La Pietra Dialogues, Florence, Italy — *Administrative Assistant and Event Coordinator*

August 2014 - May 2015

- General office maintenance and reception duties.
- Writing and copy-editing content for the organization's blog. Content included book reviews, event and meeting write-ups, reports on political, environmental, and social news.
- Coordinating and facilitating events with speakers.

SKILLS

- Efficient and multilingual written and oral communication
- Technical writing and copywriting
- Content editing and proofreading
- Social media and community-based outreach
- Organizing and conducting meetings and interviews
- Coordinating and collaborating on projects
- Story development and mapping
- Familiarity with HTML
- Microsoft Office and Sharepoint
- WordPress and Blogger
- Document design and formatting on Adobe Acrobat

LANGUAGES

Fluent in Tagalog and German

Proficient in Italian