

# Carolina Hernandez

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## Education

University of California, Merced  
B.A. Psychology – GPA 3.8/4.0

Merced, CA  
May 2022

## Professional Experience

**Office of Financial Aid – Lead Student Assistant** September 2018 – Present

- Managed a daily queue of 100-400 student requests to be processed within 7 business days of receiving
- Developed a 20-paged New Student Worker Training Manual over a course of a year to improve training protocol of new student hires by 30%
- Supervised new student hires through weeks of 1:1 training and shadow work to ensure our students feel highly confident in their role
- Assisted the Director of Financial Aid on 3 hiring committees where we review resumes, interviewed potential employees, and prioritized business critical situations
- Enhanced workplace performance by communicating valuable feedback on the established procedures such as the FAVER Document Review Procedures
- Identified social media marketing trends through programs such as Falcon to improve student engagement by 10% on Instagram and Twitter

## Leadership Experience

**SHARPP Lab – Research Assistant, Leadership Team** January 2020 – Present

- Reviewed over 800 articles within 5 meta-analyses alongside Graduate students
- Analyzed data from over 300 research with a high degree of accuracy through the entirety of the projects
- Spearheaded an independent meta-analysis with other students in applied theory-based research on health-related and preventive behavior
- Developed a platform to organize meetings, events, and dates to delegate our weekly tasks which improved overall work productivity by 45%
- Supported new research assistants by helping with paperwork, hosting 1:1 training, sharing resources, & allocate time to meet with them for any additional support

**Psi Chi & Psychology Club – Vice President of Community Liaison, Mentor** August 2021 – Present

- Conducted outreach and coordination with local organizations for volunteer opportunities weekly
- Ensured the progress of professional development of our club members through internal and external workshops by hosting 1:1 consultation with members seeking help with resumes, networking, and professional prospects
- Established an online forum that has various opportunities and resources for our general members including current school events, conferences, panels, career and internships fairs, job opportunities, etc.
- Guided mentees on a variety of academic and university-related issues on a weekly basis

**Global Medical Training – Medical Assistant/Translator** January 2019 – March 2020

- Assisted in fundraiser events to raise over \$2000 for donated supplies
- Participated in volunteer event: Flew to Panama as part of the club to provide free medical and dental care for 200+ families in underserved communities
- Operated in small collaborative groups of 5 with a doctor to aid patients' symptoms in a quick and effective way

**American Red Cross Club – Vice President of Internal Affairs** March 2019 – March 2020

- Collaborated with Red Cross Nationals, the Office of Student Involvement & Sigma Chi Fraternity to host an event that would certify 108 students in CPR, First Aid, and AED
- Delegated tasks to all 10 members of my team to facilitate equal workflow to reach our goals
- Volunteered and interacted with the people of my community through events such as Rely for Life & Sound the Alarm

## Skills & Awards

**Technical:** Proficient in Microsoft Office, Microsoft Teams, G-Suite, Endnote, Medley, OnBase, Falcon, Asana

**Awards:** Chancellor's Honor List 2018-2021, Dean's Honors List 2018 - 2021