

Natalie Diaz

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Objective

To join an organization that will not only benefit from my knowledge and experience, but will also provide an environment that can provide me with adequate challenges to further hone my skills.

Experience

Customer Service Specialist/Receptionist, Independent Insurance Agents of Texas - Austin, TX
December 2001 to May 2008

Welcomed and greeted members, association officials, directors, and walk-ins as the primary employee at the front desk. Contributed to projects for eight departments on as-needed basis. Responsible for education class registrations, transfers, and cancellations, product orders, conference registrations, and level one website support. Routed all calls to appropriate employees. Helped with the translation of Spanish speaking callers.

Legislative Aide, Texas House of Representatives/Intern, Mexican American Legislative Leadership Foundation - Austin, TX
January 2007 to June 2007

Wrote bill analyses, prepared and filed bills, researched and gathered pertinent information for State Representative Quintanilla's use on the House floor and in Committee for the defense of his bills. Controlled the front of the office with administrative duties while supervising two interns. Wrote a legislative research paper, and several small essays for the internship program. Helped coordinate a large scale festival that offered free services ranging from legal advice to health services that targeted low-income hispanics in Austin, Texas.

Volunteer, Boys & Girls Club of the Capitol Area - Austin, TX
February 2007 to May 2007

Volunteered to teach fifth and sixth grade children about the legislative process on a weekly basis. Hosted ten of the children for a tour of the Capitol while the House of Representatives were in session. Arranged for the children to meet and visit with two members of the legislature.

Co-president, Student Planning Organization, Texas State University - San Marcos, TX
August 2007 to May 2008

Organized and conducted regular meetings, arranged for guest speakers, planned events, and set up volunteer opportunities with Habitat for Humanity and Bobcat Build. Arranged for a logo and website to be created for the organization. Raised the level of participation, meetings, and events and won the Student Planning Organization Annual Award for the 2007-2008 academic year.

Education

Texas State University - San Marcos, Texas - Graduated May 9, 2008, Cum Laude
B.A. Spanish and B.S Geography - Urban/Regional Planning. Attended an Introduction to National Charrette Institute Dynamic Planning class in 2008.

Honors

Completed and graduated from the University Honors Program. Member of Gamma Theta Upsilon, National Geography Honor Society and Sigma Delta Pi, National Collegiate Spanish Honor Society. Enrolled on the Dean's list.

Skills

Bilingual in English and Spanish. Proven multi-tasking and problem solving skills. Effective communication, organization, and time management skills, and a commitment to leadership. Proficient in PC, Macintosh, Microsoft Office products, and basic ArcGIS skills.