

Brandy Estrada

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SUMMARY

A motivated professional with a diverse background in customer service, dispatch, social media and communications. With over two years of experience in customer service within the chemical distribution industry, I excel at providing support and creating strong relationships with clients and suppliers. Passionate about creating social media content and working with TikTok and Instagram to create client visibility. Also pursuing a B.A. in Communications with a focus on Public Relations at the University of La Verne. Aim to apply my creativity, collaboration and adaptability skills in customer communication, task management and public relations strategies to contribute to an organization.

EXPERIENCE

Mt. San Antonio College, Walnut, California — *Student Support Level III*

FEBRUARY 2022 - PRESENT

Manage and schedule counseling appointments, provide front-desk support and maintain student records. Communicate program information, promote events, and train new student workers on SARS and Navigate. Develop social media and marketing strategies, prepare and maintain Excel spreadsheets for scheduling, and follow up on missed appointments to improve the college and student experience.

Noize, Covina, California — *Social Media Content Creator*

JANUARY 2022 - JANUARY 2023

Managed and scheduled Instagram content to enhance brand awareness while designing flyers, posts and reels using Canva and Studio. Coordinated content strategies in meetings and captured on-site photos and videos for social media and advertising.

Hasa Inc., Pomona, California — *C.S. Representative & Dispatcher*

JANUARY 2019 - NOVEMBER 2021

Provided administrative support to the Director of Transportation and Customer Service while managing data entry for orders, shipments and warehouse transfers in Chempax. Resolved customer issues, connected with customers to confirm delivery ETAs and maintained daily delivery routes using Descartes Software. Processed customer orders, trained new employees and coordinated driver training sessions. Ensured accurate inventory for cost-tracking purposes while assisting with dispatch operations and handling sensitive matters carefully.

EDUCATION

Mt. San Antonio College, Walnut, California — *Associate Degree for Transfer (A.A.-T)*

SPRING 2019 - WINTER 2022

University of La Verne, La Verne, California — *B.A. Communications with a concentration in Public Relations*

Fall 2022 - MAY 2025

SKILLS

Adobe Premiere Pro

Canva

Adobe Illustrator

Adobe Audition

Cap Cut

Microsoft - Word & Excel

AWARDS

Hollywood Foreign Press Association Scholarship Recipient

Spring 2022 - Mt. San Antonio College

VOLUNTEER

St. Louise De Marillac Church

2014-2016
Youth leader

MEDIA EXPERIENCE

The Campus Times

Spring 2023: School Newspaper

The Shepherd's Pantry

Spring 2025: Senior Project