

# VALERIA FIGUEROA



(501) 249-4329



Benton, Arkansas



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## EXPERIENCE

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### Resident Assistant

#### Ouachita Baptist University | August 2023 - Present

- Supervise residential communities ranging from 36 to 47 residents, fostering a safe and respectful living environment.
- Recognized as *Female RA of the Year* during my first year of leadership, reliability and positive resident engagement.
- Conduct weekly duty rounds during open dorm hours, verifying guest identification and enforcing campus policies.
- Serve as primary point of contact for 8 current upperclassmen residents, maintaining documentation of housing reports and interactions.
- Mediated roommate conflicts, facilitating respectful communication and resolution.

### Retail Associate (Seasonal)

#### Sky Ranch | May 2023 - June 2024

- Assisted 100+ campers daily in camp retail store, processing purchases and maintaining organized merchandise displays
- Managed high-volume rush periods while handling multiple transactions efficiently in fast-paced environment.
- Provided customer service to campers ages 5-18, maintaining patience and positive communication.
- Supported both the retail and kitchen operations, demonstrating adaptability and teamwork across departments.

## EDUCATION

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### Bachelor of Arts in Spanish

Minor: Education and Communications and Media

Ouachita Baptist University

Expected May 2026

- Member, Sigma Delta Pi (Spanish Honor Society)

## SKILLS

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- Fluent in Spanish
- Communication
- Conflict Resolution
- Customer Service
- Microsoft Excel
- Social Media Management
- Critical Thinking
- Active listening
- Peer Support & Mentorship