

LAUREEN A. DULO
Tacoma, WA 98402
Laureendulo@gmail.com, +1 417-549-0778

Experience & Internship

Customer Success Coordinator, Actriv Healthcare	July
2022- Present	
<ul style="list-style-type: none">• Answered scheduled calls and offered exceptional communication to facilities and providers• Ensured facilities have 80percent fill rate through backfilling and replacing all canceled shifts• Updating facility needs as needed and providing HCP's with updated opens• Maintained positive relationship with both facilities and field staff.	
Sustainability Intern, Cottey College	Jan 2022–May 2022
<ul style="list-style-type: none">• Raised awareness of sustainable practices across the campus• Implemented composting to decrease the amount of food waste ending up in landfills• Led a metal recycling initiative on the campus• Initiated Hydroponics gardening to include organic food options	
Resident Assistant, Cottey College	Aug 2020–
May 2022	
<ul style="list-style-type: none">• Enforced campus policy and procedures to ensure student safety• Provided resources to students to aid academic and wellbeing• Facilitated room check-ins, inspections, and relevant infractions paperwork• Created programs and workshops to promote campus engagement	
Jenzabar Summer Intern, Cottey College	June-Aug 2020&2021
<ul style="list-style-type: none">• Recorded endowments to keep track of funds• Maintained database entry of donor information• Gave tours to prospective students and visitors• Performed other administrative duties	
Spring Phonation Call Operator, Cottey College	Feb-Mar 2020
<ul style="list-style-type: none">• Encouraged philanthropic donations to the college• Presented information on new campus initiatives• Promoted college events and community programs• Raised around \$4000 thousand during the fundraiser	
Receptionist, Cottey College	Jan 2020–Aug 2020
<ul style="list-style-type: none">• Managed switchboard and mail services• Executed safety and security procedure• Greeted visitors and outside constituents• Disseminated information and resources to students	
Operations Assistant, Cottey College Chellie Club	Aug 2019-Dec 2019

- Maintained inventory of food supplies
- Developed efficient operational processes
- Handled point of sales system to administer orders
- Executed orders and cleaning procedures to ensure Systemized business performance

Kitchen Staff Member, Cottey College Dining Service Jan 2019–Dec 2019

- Operated kitchen machinery to perform cleaning procedures
- Prepped ingredients for the chefs
- Restocked napkins, condiments, and utensils at self-service stations
- Assisted with food service during meal times

Sales Representative, Gap Marketing Ltd Mar 2018-Jul 2018

- Marketed products to prospective customers
- Collected consumer's response about new products
- Promoted mission and values of the company
- Interacted with customers to build brand loyalty

Paralegal, Nyaguthie Njuguna Law Firm Aug 2017-Dec 2017

- Filed court documents for clients
- Attended court proceedings on behalf of the advocate
- Conducted legal research for ongoing cases
- Completed daily office tasks assigned

Education:

Cottey College

Nevada, MO

- GPA: 3.68
- Bachelor of Arts in Environmental Studies May 2022
- Bachelor of Arts in International Relations May 2022

Leadership Experience:

Students against Vanishing Environment , member	Jan 2020- May 2022
Phi Theta Kappa Honor Society , member	Aug2020- May 2022
Diversity, Equity & Inclusion Committee , President's Council	Aug 2021-Dec 2021
Golden Key Honor Society , Student Ambassador	Aug 2020- Aug 2021
Hall Director Search committee , Student Representative	April 2021-May 2021
Alpha Mu Gamma Honor Society , Treasurer	Aug 2020-May 2021
International Friendship Circle , Publicity coordinator	Aug 2020-May 2021
French club , Treasurer	Aug 2020-May 2021

Volunteer Experience:

Diversity, equity, and inclusion (DEI) Committee	Jan 2021- May 2022
<ul style="list-style-type: none"> • Organized programs, events to improved racial and cultural awareness • Initiated inclusive projects on campus 	
Multicultural Festival	Oct 2019 and 2021
<ul style="list-style-type: none"> • Showcased Kenyan cultural food and clothing • Coordinated the event's diverse performances 	

Spiritual and Diversity Program

Jan 2020-Dec 2021

- Organized storage of closet and food pantry
- Conducted inventory and restocked foodstuff within the halls.

Nevada Community Outreach

Sept 2020

- Assisted with handing foodstuff during the food drive
- Facilitated event by serving food and organizing stations

Skills:

Fluent in English and Swahili

Excellent written, verbal communication skills

Proficient in Microsoft Word, excel, and PowerPoint

Working knowledge of SPSS software, Python programming,
and Geographic Information Systems (GIS)

C.P.R certified