

Sandra L Guevara

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STATEMENT

As a designer, I aim to bring a unique perspective to every project I work on. Drawing inspiration from a wide range of experiences and experiments, from physical to digital means, I strive to create designs that leave a lasting and positive impact. I believe good design develops around the belief that convenience is key to consumers. With a passion for experimentation and an open mind, I'm consistently pushing myself to explore new methods and go beyond the boundaries of what is possible in graphic design.

EDUCATION

B.A., Design Studies, Graphic Design, San Jose State University, San Jose, CA May 2024
Honors: cum laude, GPA: 3.6

EXPERIENCE

Customer Care Associate, Adventist Health, CA Jul 2024 - Present

- Provide front-line support for patients by managing communication across three departments: Pediatrics, Primary Care, and Women's Health
- Respond to and resolve patient inquiries, reducing the number of incoming requests/inquiries from approximately 300 to under 100
- Increase the number of live phone calls answered and in-person inquiries, minimizing the need for message-based communication for later responses
- Assist patients with scheduling, appointment reminders, and general inquiries, ensuring smooth and timely service delivery

Representative, Lambda Sigma Gamma Sorority, Inc., San Jose, CA Jun 2023 - Jul 2024

- Act as the face of the organization at external functions and meetings
- Stay informed on all National association and Interlink Board matters
- Compile and distribute detailed reports to members, ensuring they are updated on key messages, expectations, and dates

Commissioner of Publicity, Lambda Sigma Gamma Sorority, Inc., San Jose, CA Dec 2022 - Jul 2024

- Design and manage visually engaging content for various media channels
- Monitor and evaluate marketing campaign effectiveness, adjusting strategies as necessary
- Partner with other organizations to plan and execute major events

SKILLS

Languages: Bilingual in English and Spanish; Professional Working Proficiency in French

Technical: Microsoft Office, Google Suite, Social Media Management, Zoom

Administrative: Typing speed of 65+ WPM, Excellent communication and organizational skills, Report creation, Ability to manage and streamline patient inquiries across multiple channels (phone, email, fax, etc.), Strong problem-solving and customer service orientation