

## Estefania Sevilla-Flores

esevillaf@gmail.com | (708) 265-6921 | [www.linkedin.com/in/estefania-sevilla-flores-694090251](http://www.linkedin.com/in/estefania-sevilla-flores-694090251)

### EDUCATION

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**Northern Illinois University – DeKalb, IL**  
**Bachelor of Science in Art**

Expected graduation: December 2024

### WORK EXPERIENCE

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**DeKalb County Health Department (DCHD) – Dekalb, IL**

May 2024 – present

Receptionist

- Assists with processing Birth Certificate Requests in a discreet manner
- Assists the administrative department with data entry, filling and routine clerical tasks.
- Monitor clients waiting time and collaborate with departments to ensure a positive experience and service
- Coordinates with others in both a team environment and a fast-paced work setting
- Maintains confidentiality with clients and the services they request
- Assists with inbound and outbound calls, answering questions and providing the right information
- Communicates with clients of diverse racial, ethnic, and cultural backgrounds.

**NIU Undocumented Student Resource Center (USRC) – Dekalb, IL**

January 2023 – present

Graphic Design Intern

- Creates flyers and graphics of events for social media use and distribution
- Assists students with knowledge of office resources and NIU resources
- Contributes to digital marketing videos like TikToks, Reels, etc.
- Actively encourages the use of office resources and attendance at office events
- Participates in team communications to develop events and planning

**Hyvee – Sycamore, IL**

November 2021 – present

Wine and Spirits Cashier

- Assists 30+ customers daily by understanding their needs and providing product recommendations and solutions
- Completes daily tasks of stocking products, housekeeping, and assisting with stockroom duties and more
- Performs/completes other duties or special projects as assigned
- Provides friendly service and promotes Hyvee events, products, promotions, services, and brand rewards programs
- Balance office register at the end of the day
- Trained new employee on department duties, and provided guidance and technical support during their tenure

**South Suburban College - Adult Education – South Holland, IL**

July 2019 – August 2021

ESL Student Specialist

- Gathered and prepared information on college and city resources
- Assist with the day-to-day front desk operations
- Developed and presented workshops on digital literacy, immigration, and higher education
- Performed Spanish/English interpretation for accessible communication between departments and students
- Collaborated with department heads to promote the program by using Facebook advertising and canvassing

### SKILLS

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**Languages:** Fluent in Spanish

**Technical skills:** Proficiency in using a computer and other technology. Adobe Creative Cloud (Illustrator, Photoshop, and InDesign), Microsoft Suite Office, Google Drive, email communications, databases, outreach, and event organizing.