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## **EXECUTIVE SUMMARY**

With over 24 years of experience in customer service, legal administration, and team leadership, I bring strong communication and organizational skills to every role. Fluent in both English and Spanish, I excel in delivering exceptional service and managing multiple tasks in fast-paced environments. My experience spans legal administration, customer support, and office management, where I've consistently demonstrated attention to detail and effective problem-solving. I am eager to apply my skills, strong work ethic, and commitment to operational efficiency and customer satisfaction in a dynamic environment.

## **EMPLOYMENT HISTORY**

**Killam Oil Co., Ltd.**  
Division Order Analyst  
October 2020 – Present

Perform ownership verification, and division order management to ensure accurate revenue distribution and compliance within land operations.

- Analyze title documents, deeds, leases, assignments, and probate records to determine mineral and leasehold ownership interests.
- Create, update, and maintain Division of Interest (DOI) decks for revenue distribution and joint interest billing.
- Process and document ownership changes resulting from title transfers, sales, inheritance, and trusts.
- Enter and manage lease and ownership data in lease tracking software with attention to accuracy and regulatory compliance.
- Respond to owner inquiries and collaborate with Landmen, Legal, and Accounting departments to resolve title and payment discrepancies.
- Monitor suspense accounts and ensure timely release of funds to rightful interest owners.
- Prepare, organize, and maintain legal documents related to land transactions, leases, and ownership interests.
- Maintain organized electronic and physical filing systems to support audit readiness and efficient retrieval.
- Provide administrative support including scheduling, communication, and certified notary services as needed.

### **Skills and Proficiencies:**

DOI management, lease data administration, legal document processing, stakeholder collaboration, suspense account reconciliation, regulatory compliance, records management, and notary services.

**CM Designs TX LLC**  
Founder & Freelance Graphic Designer  
2020 – Present

- Develop innovative, custom designs for print materials, banners, signs, and digital advertising campaigns tailored to client needs.
- Design impactful graphics and visual content for social media platforms to enhance brand presence and engagement.

- Utilize Adobe Creative Suite to produce high-quality digital and print media, ensuring precision in layout, typography, and visual consistency.
- Revise and enhance existing artwork, optimizing image quality, sizing, and branding alignment.
- Create original visual concepts, integrating client feedback and business objectives to deliver polished, market-ready designs.
- Collaborate directly with clients to present mockups, gather detailed input, and implement creative adjustments for maximum satisfaction.

**Skills and Proficiencies:** Graphic design, branding, client collaboration, digital and print media creation, Adobe Creative Suite expertise, and social media content development.

**Law Office of Fausto Sosa**  
Office Manager & Paralegal  
September 2017 – October 2020

- Managed all aspects of office operations, initially as the sole employee and later overseeing and training three staff members individually.
- Conducted client interviews and prepared legal documents for criminal, civil, family, and probate cases.
- Served as the primary liaison with clients, attorneys, court personnel, and other stakeholders to ensure efficient case management.
- Scheduled and coordinated interviews, hearings, depositions, mediations, and trials.
- Oversaw billing processes, including accounts payable and receivable.
- Supervised administrative functions, including correspondence, attorney calendars, file organization, and inventory management.
- Provided notary services and regularly utilized PACER, Webb County Public Access, and E-file Texas platforms for case management.

**Skills and Proficiencies:** Office management, staff training, legal document preparation, client and stakeholder liaison, scheduling and coordination, billing oversight, administrative support, and notary services.

**Emmanuel Church, Laredo TX**  
Worship Director  
November 2018 – May 2019

- Directed all worship team operations to ensure seamless and impactful services and events.
- Provided musical leadership through skilled guitar and vocal performance.
- Collaborated with team members, pastoral staff, and prospective recruits to align on goals and objectives.
- Developed and managed schedules, rosters, and set lists using Planning Center, a church management software for organizing worship services and resources.
- Maintained and organized media assets, integrating song sequences via Multitracks, a platform offering high-quality backing tracks and performance tools.
- Planned, led, and directed rehearsals, coordinating worship, media, sound, production, and audio/visual teams.
- Maintained an up-to-date song repertoire and facilitated team meetings to enhance communication and cohesion.
- Resolved conflicts and cultivated a professional, collaborative team environment.

**Skills & Proficiencies:** Leadership, organizational expertise, and cross-functional coordination

**Workforce Road Services**

Traffic Controller  
July 2016 – July 2017

- Collaborated with a team to direct vehicular and pedestrian traffic around construction zones, accidents, or other road disruptions.
- Ensured the safety of emergency response teams, construction workers, and the general public.
- Set up and maintained traffic signage to promote safety around work zones at all times.

**Skills and Proficiencies:** Traffic control, team collaboration, public safety, emergency response support, and traffic signage setup and management.

**Coles Supermarkets**  
Store Team Member  
May 2015 – Sept 2016

- Provided support across multiple store departments, including Produce, Grocery, Dairy, Checkouts, Bake House, and Night Fill, adapting to operational demands and ensuring smooth daily operations.
- Maintained quality control by monitoring product standards and promptly addressing any issues.
- Restocked shelves to ensure product availability and maintained an organized, customer-friendly shopping environment.
- Managed inventory by tracking stock levels and assisting with replenishment.
- Delivered excellent customer service at checkout, ensuring efficient and accurate transactions.

**Skills and Proficiencies:** Multi-departmental support, quality control, inventory management, restocking, customer service, and operational adaptability.

**Hillsong Music Australia**  
Customer Service Officer / Interim Manager  
March 2013 – February 2015

- Directed daily operations of the Customer Service Department, supporting global distribution networks in cities including Sydney, Los Angeles, Hong Kong, and London.
- Managed inbound and outbound communications, including routing calls and addressing global correspondence.
- Prepared and refined professional reports, letters, memos, and vouchers, primarily for resource centers and bookstores.
- Assisted the Supply Chain Manager with product forecasting and cultivated strong relationships with suppliers and customers.
- Oversaw ordering processes for customers, internal departments, global campuses, conferences, and the online store.
- Administered digital media subscriptions and coordinated the global delivery of digital content via Media Room software.
- Processed domestic and international customer orders using Pronto XI software, integrating CRM and POS functionalities.
- Managed customer refunds, replacement orders, and payment processing using Secure Pay, Bolt, EFTPOS, and credit card systems.
- Maintained and updated the online store, including uploading and managing digital files and product listings.
- Supervised and trained staff and volunteers while overseeing accounts receivable and processing customer payments.

**Skills and Proficiencies:** Team leadership, global operations management, supply chain support, CRM/POS expertise, digital content administration, and customer relationship management.

### **Hillsong Church - Waterloo Campus**

Resource Center (Bookstore) Manager & Digital Content Manager

June 2012 – January 2013

- Managed Resource Centre operations, overseeing a team of 20 volunteers, including recruitment, training, and development.
- Directed stock management, including inventory audits, restocking, and resource deliveries to various locations.
- Trained staff in operational processes, procedures, and ERP systems to ensure efficiency.
- Completed end-of-day tasks, including cash reconciliations, sales reporting, and secure deposits.
- Prepared sales reports, managed guest speaker resources, and coordinated surplus relocations.
- Oversaw digital content management for Hillsong City Campus memberships and Hillsong Unlimited, including creating and uploading MP4s.
- Collaborated with graphic designers on POS materials and managed front-office tasks such as cash operations and customer backorders.
- Managed the Digital Supply Chain, ensuring timely delivery of album releases and updates to iTunes and global distributors.
- Administered digital content across three web stores (AUS, US, EUR) with accuracy and efficiency.

**Skills & Proficiencies:** Team leadership, volunteer management, operational coordination, digital content administration, supply chain management, and ERP systems expertise.

### **Medical Billing Solutions**

Medical Billing Assistant

March 2011 – December 2011

- Posted daily incoming customer receipts using Medisoft and All Scripts My Way software.
- Managed accounts receivable, including follow-ups on overdue billings and issuing patient Statements of Accounts as needed.
- Prepared monthly reports for the manager, addressing billing issues and proposed resolutions.

**Skills and Proficiencies:** Accounts receivable management, medical billing software expertise, financial reporting, and customer account reconciliation.

### **Hillsong Music Australia**

Customer Service Officer

November 2007 – February 2011

- Provided support for a global ministry, serving as the sole Spanish-speaking employee responsible for all Spanish-language correspondence and assistance to community members, partners, and customers.
- Handled high volumes of inbound and outbound calls, ensuring timely and professional resolution of inquiries and requests.
- Utilized bilingual communication skills to deliver seamless service to Spanish-speaking individuals worldwide.
- Collaborated with leadership to address complex issues and maintain excellence in service delivery within a dynamic environment.

**Skills and Proficiencies:** Customer service expertise, call center operations, problem resolution, and stakeholder collaboration.

## **KEY SKILLS & PROFICIENCIES**

- **Technical Proficiency:** Typing speed of 75-90 WPM; advanced use of Adobe Suite (Acrobat, Photoshop, Illustrator, XD, Lightroom, InDesign, Canva); proficient in Microsoft Suite (Outlook, Word, Excel, PowerPoint) and Google Workspace.
- **Software Expertise:** Experienced with ERP systems (w Energy, Pronto XI, Bolt, Secure Pay, Avenue, Umbraco, Media Room, Big Commerce) and credit card processing systems.
- **Web & Design Skills:** Knowledge of HTML, WordPress, and Wix for website management and design.
- **Language & Communication:** Fluent in English and Spanish, with exceptional written and verbal communication skills.
- **Security & Compliance:** Familiarity with network and data security protocols and procedures.
- **Professional Attributes:** Strong work ethic, attention to detail, fast learner, and highly motivated toward continuous learning and development.

## **EDUCATION**

### **Southern New Hampshire University (2024)**

Bachelor of Arts in Graphic Design and Media Arts with a concentration in Web Design  
*Summa Cum Laude*

### **Southern New Hampshire University (2021-2023)**

Associate In Arts, Liberal Arts  
*Highest Honors*

### **Laredo College (2019)**

Network & Data Security Certificate

### **Texas A&M International University (2018)**

Paralegal Certificate

### **Licenses 4 Work (2016)**

Traffic Controller License  
Sydney, Australia

### **Hillsong International Leadership College – Sydney, Australia (2007-2012)**

Advanced Diploma in Ministry  
*3-year program – Included Creative & Pastoral Internships*

### **St. Louis Dream Center – St. Louis, Missouri (2006-2007)**

Ministry & Leadership Internship (9-month program)

### **Texas A&M International University (2002-2005)**

Bachelor of Music with an All-Level Certification  
*Completed 3 of 4 years*

## **INTERESTS & ACTIVITIES**

- Graphic Design and Creative Arts
- Personal and Professional Development

- Technology and Digital Innovation
- Music Composition and Performance
- Community Engagement and Volunteerism
- Building Connections and Supporting People

**VOLUNTEER WORK**

1999 – 2020 | Church & Ministry Volunteer

2006 – 2007 | Inner City outreach volunteer with the St. Louis Dream Center

2005 – 2006 | Habitat for Humanity

**REFERENCES**

Available upon request