

CYNTHIA LIZETTE MEDINA

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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.

Legal Administrator, Land
October 2020 – Present

- Prepare and manage legal documents for land transactions and agreements.
- Maintain accurate ownership records and ensure compliance with policies.
- Collaborate with stakeholders to address inquiries and resolve issues.
- Organize and maintain filing systems for easy document retrieval.
- Assist with scheduling, communication, and general administrative tasks.
- Provide front desk assistance as needed, ensuring professional and efficient service.
- Support department operations with notary services and attention to detail.

Skills and Proficiencies: Legal document management, records maintenance, stakeholder collaboration, administrative support, filing organization, 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