

## Dianna Sandora

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Dianna Sandora is strong in oral communication, clear thinking, and a particular emphasis on detail. When she writes, she is proficient and communicates clearly to encourage understanding. She is self-motivated, proactive and values timeliness, teamwork, exhibits patience, optimism, and persistence. She is confident navigating software and has a desire to learn more. Dianna has over thirty years of customer service experience and works well under pressure, short deadlines and enjoys doing jobs that require critical and creative thinking.

### Skills

Detail Oriented, Strong Oral and Written Communication, Fast Learner, Team Player, Problem Solver, Public Speaker

**Software:** Adobe, Microsoft Office, Hootsuite, SproutSocial, Active Campaign, Get Response, WordPress, e-Learning sites such as Moodle, Canvas, and Skillshare.

### Accomplishments

- ❖ Online Liaison for The Full Sail Chapter of Women in Film and Television- 2017
- ❖ Mangrove Review, Editor, Florida Gulf Coast University's student magazine 2017-Present
- ❖ Self-published, Christian short story based on Charles Dickens, *A Christmas Carol*, titled [\*Three Angels for Christmas\*](#) - 2013
- ❖ Amazon Best-selling co-author with forty other women in a book titled [\*A Juicy, Joyful Life: Inspiration from Women Who Have Found the Sweetness in Every Day\*](#) -2010
- ❖ President of Port Charlotte, Florida Chapter of Toastmasters International – 2005

### Experience

#### **DIRECT SALES | YOUNIQUE COSTMETICS | 8/2017-PRESENT**

- ❖ Facebook LIVE, YouTube, Twitter, Demonstration and training videos

#### **COMMUNICATIONS SUPERVISOR | FLORIDA GULF COAST UNIVERSITY POLICE DEPARTMENT | 1/2010-PRESENT**

Supervises a team of four people in the service of a community of over twenty-thousand faculty, staff, and students

- ❖ Writes training and procedure manuals, Maintains the Police Department's Facebook Page, and On-going research on industry common practice to ensure compliance

#### **TRAINING COORDINATOR AND STATE OF FLORIDA LIFE, HEALTH AND VARIABLE ANNUITIES INSTRUCTOR | PRIMERICA FINANCIAL SERVICES | 1/2000-1/2010**

Created clear and detailed training for clients and sales representatives

- ❖ Conducted research on adult learning and created detailed plan to increase the pass rate, created and conducted simple to understand training seminars to assist clients with their financial education, and provided on-going training for sales representatives to increase their effectiveness and confidence

### Education

#### **MASTER OF FINE ARTS | SEPTEMBER 2017 | FULLSAIL UNIVERSITY**

Major: Creative Writing for Entertainment

#### **BACHELOR OF ARTS | JULY 2016 | FLORIDA GULF COAST UNIVERSITY**

Major: Communication Public Relations Concentration

Minor: Creative Writing

Graduated Cum Laude