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# Monica M. Huerta

3293 Winter Street, LA., CA. 90063

Phone: (323) 535-4536

E-mail: monicahu@usc.edu

## Education

**University of Southern California: Marshall School of Business (2013-2016)**

Master of Management in Library and Information Science

**University of California, Los Angeles (2008-2012)**

Bachelor of Arts in Political Science, Minor in Public Policy

## Skills

- Personnel & Project Management
- Information Literacy Program Development and Assessment
- Knowledgeable in various circulation functions
- Strong reference and customer service skills
- Excellent research skills using a variety of public and private databases
- Bilingual: Spanish speaking

## Experience

**Los Angeles Law Library (301 W. First Street, Los Angeles CA 90012)**

Intern: (October 1, 2015- December 10, 2015)

- Reference: In-person, telephone, and chat service (OCLC's QuestionPoint)
- Advocacy & Customer Service
- Research and Resource Guide Production to assist users in finding much needed information

**JC Penney (1600 Towne Center Drive, Montebello, CA 90640)**

Associate Support Department Supervisor: (April, 2014- Present)

**Accomplishments: Promotion 1- higher volume/sales department. Promotion 2- Human Resources in \$25m retail store, 170+ employees.**

- Sourcing/ Training/ Onboarding/ Team Development focusing on customer service and sales
- Staffing/ Salary Management & Schedules/ HR Processes/ Payroll
- Outreach & Programming with local community organizations

**Charles E. Young Research Library, UCLA (53442 Young Rsrch Lbr, LA, CA 90095)**

Student Supervisor (August, 2009 – September, 2012)

**Accomplishments: 2 promotions**

- Supervision/Training of 5-15 students at a time
- Circulation/ Library Card Issuance/ Fine & Fee Collection/ Back-End Functions
- Customer Service/ Patron Support through teaching OPAC usage/locating resources

