

# Olivia Mason

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## PROFESSIONAL EXPERIENCE

**Chili's Grill & Bar.** Indian Land, SC Team Member Dec 2023 – Present • Demonstrates strong multitasking abilities in a fast-paced environment, managing tables, taking orders, and ensuring timely and accurate delivery of food and beverages to 200+ patrons a night • Provides exceptional customer service by delivering a positive dining experience to patrons at a high-volume restaurant, as shown by a 90% satisfaction rate, measured by customer feedback surveys. • Applies upselling techniques to increase revenue by 10%, achieving consistently high sales performance.

**Centro de Salud Córdoba,** Argentina Public Health Intern July 2022 – Dec 2022 • Began and led the transition to a paperless practice by implementing an electronic medical record system; significantly reduced patient wait times by 50% • Fluently communicated in Spanish, utilizing local slang and medical terminology for 100% of interactions, ensuring clear and culturally sensitive communication within the community • Attained invaluable, firsthand insights into global health practices through active involvement in a free health clinic; focused on comprehensive community health, including safe housing initiatives, formula distribution to mothers, vaccination programs, and various other aspects to promote overall well-being.

## EDUCATION

**Clemson University** Clemson, SC Bachelor of Science Graduated May 2023 Major in Language and International Health; Concentration in Spanish

Cumulative GPA: 3.44/4.0; Dean's List 2020-2022

Relevant Coursework: Global Health, Technical Spanish for Health Management Professionals, Financial Management and Budgeting for Health Organizations, Spanish for Health Professionals, Epidemiology, Determinants of Health Behavior

## UNIVERSITY PROJECTS

**Study Abroad & Internship** Universidad Blas Pascal July-December 2022 Córdoba, Argentina • Participated in a 6 month cultural immersion program and internship, fostering a deep understanding of Argentine culture. • Applied cultural sensitivity principles to daily interactions with peers, patients, and community members, fostering an inclusive and respectful work environment. • Engaged in a comprehensive academic curriculum focused on Argentine history and culture, and Spanish, by attending classes daily for 5+ hours a day.

**Literature Review** Nov 2021 • Conducted comprehensive analysis on a modern health concern, focusing on the interplay between determinants of health behavior and various healthcare models.

- Applied theoretical framework to examine the multifaceted factors influencing health behaviors and healthcare access.
- Synthesized findings to propose innovative solutions for addressing challenges in health promotion and delivery.
- Recommended diverse actionable strategies to enhance public health outcomes by integrating research findings with established methodologies.

## ACTIVITIES

**Cultural Immersion Experience** Córdoba, Argentina July 2022 • Participated in a month-long cultural immersion program in Argentina to deepen understanding of Argentine culture, history, and society. • Expanded global perspective and enhanced interpersonal communication skills through immersive experiences in Argentine daily life, including homestays and cultural excursions. • Fostered cross-cultural connections and developed adaptability skills through interactions with local communities and organizations. • Expanded global perspective and enhanced interpersonal communication skills through immersive experiences in Argentine daily life, including homestays and cultural excursions

## ADDITIONAL

**Technical Skills:** Advanced in Microsoft, Experienced with Horizon Patient Folder, Competent in Meditech, Skilled in Document Imaging Scanning, Moderate utilization in CIOX Healthsource.

**Languages:** Fluent in English; Overall Proficiency in Spanish; Beginner Proficiency in American Sign Language