

Madison Fuentes

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EDUCATION

University of California, Los Angeles

2017 - 2021

Bachelor of Science in Neuroscience & Bachelor of Arts in English

- Honors and Awards: Dean's Honors List, (Spring 2020 - Spring 2021, four consecutive quarters)
- Capstone Paper: "Optimistic Attachments, Pessimistic Affects" (ENG 181C: Observing Affect)

Patrick Henry Community College

2014 - 2017

Associate of Arts and Science

- Graduated with Junior Standing: Achieved through concurrent enrollment during high school

PROFESSIONAL EXPERIENCE

Reel Magic Media, Nashville, TN

July 2024 - July 2025

Creative Media Manager

- Optimizes company workflows by integrating and managing informational platforms like Notion and G Suite
- Oversees and manages all phases of client projects, ensuring the timely delivery of high-quality outputs
- Enhances production by providing on-site support, assisting with second shooting, and editing video footage

Nashville Collaborative Counseling Center, Nashville, TN

August 2021 - July 2024

Communications Manager (January 2023 - July 2024)

- Facilitated cross-departmental meetings to align company-wide communication strategy and marketing needs
- Directed quarterly initiatives and events to enhance community development for in-person and remote teams
- Implemented comprehensive content strategies across all online platforms (social media, email, and website)

Scheduling Specialist (November 2021 - January 2023)

- Assessed clients' mental health needs and paired them with appropriate therapists for personalized care
- Coordinated scheduling for over 40 clinicians and trained staff to ensure effective appointment management

Receptionist (August 2021 - January 2023)

- Managed phone and email communications across five departments with prompt responses to clients and staff
- Handled sensitive and confidential records through EHR systems, ensuring adherence to HIPAA compliance

UCLA English Department, Los Angeles, CA

January 2020 - April 2021

Projects and Special Events Coordinator

- Supported the planning and execution of departmental events and conferences for students and faculty
- Developed engaging content for the department's social media channels (Facebook, Instagram, and website)

Businesses of the Earth, Los Angeles, CA

January 2021 - May 2021

Professional Writer (January 2021 - May 2021)

- Conducted in-depth research and interviews to create content tailored to LA-based small business owners
- Crafted SEO-optimized short-form articles and collaborated with colleagues to refine content for audiences

Social Media Team Leader (February 2021 - May 2021)

- Created detailed agendas for weekly strategy meetings and guided team in developing content strategies
- Produced and scheduled weekly posts informed by analytics, incorporating infographics and article excerpts

Resilience Peer Network at UCLA Depression Challenge, Los Angeles, CA

January 2020 - July 2020

Resilience Peer

- Trained to provide peer support for college students engaged in internet-based cognitive behavioral therapy
- Applied motivational interviewing techniques in simulated environments to enhance student well-being

SKILLS AND QUALIFICATIONS

- Research and Data Analysis
- Academic Writing and Editing
- Event Planning and Coordination
- Digital Content Strategy
- Cross-Functional Collaboration
- Advanced Research Tool

PUBLIC WRITING

- “Our Photographer” in *(Refugee) Children’s Stories: Untold Truths from the San Fernando Valley Refugee Children Center* Collection authored and produced in conjunction with the SFVRCC and students from my Spring 2019 UCLA English course, “Refugee Literature Then and Now,” (Los Angeles: Regents of the University of California, 2019).