




KAYLA E.L. YBARRA

RECEPTION & ADMINISTRATIVE SUPPORT | CLIENT SERVICES

 (818)749-6836

 kaylaybarra99@gmail.com

 www.kaylaybarra.com

PROFESSIONAL SUMMARY

Detail-oriented administrative professional with experience managing high-volume scheduling, client communication, and front-office workflows. Extensive experience in nonprofit organizations and corporate retail businesses. Adept at handling sensitive and confidential information, preparing documentation, and supporting diverse clients with professionalism and care. Strong background in customer service, data accuracy, and multi-tasking in fast-paced environments. Seeking to bring organizational and interpersonal skills a collaborative and client-oriented team.

EDUCATION

B.A. Feminist Studies | 2023

University of California,
Santa Cruz

CORE SKILLS

- Front Desk Operations
- Client Intake & Customer Service
- Calling Campaigns
- Appointment Scheduling & Calendar Management
- Appointment Manager and WorkCenter Programs
- Proactive Communication
- Microsoft 365 (Word, Excel, Outlook, SharePoint)
- Sensitive Data Entry & Management
- Document Management & Filing
- HIPAA-Compliant Data Handling
- Problem-Solving & Conflict Resolution
- Team Coordination & Support

RELEVANT EXPERIENCE

Dec. 2025- Apr. 2026 **CLIENT SERVICES PROFESSIONAL - SEASONAL**
H&R Block, Whittier and La Mirada Offices

Coordinated daily tax office operations and appointment scheduling across 3 offices, exhibiting excellent customer service. Managed high-volume calls and clientele and handled tax preparation documents. Conducted campaign calls and connected clients with appropriate tax professionals. Coordinated between clients and associates to ensure customer satisfaction and successful returns.

Aug. 2024- Apr. 2025 **SERVICE TEAM COORIDNATOR**
Capitalizing on Capabilities (CAPC) INC.

Managed client and staff schedules; coordinated transportation and daily program logistics, working directly with special-needs individuals daily to meet their goals. Maintained and input confidential data across multiple systems for quarterly audits. Supported case managers with timely and accurate billing and service reports.

Jul. 2021- Jun. 2023 **WELLNESS COORDINATOR**
Underground Scholars Program, UC Santa Cruz

Managed daily program operations, greeted visitors and managed front-desk communication. Responded to high-volume email inquiries and prepared documentation for program needs. Conducted outreach efforts and presentations, connecting students with appropriate resources. Maintained organized workflows across projects.

Sep. 2019- Aug. 2021 **DIRECTOR OF MARKETING & VICE CHAIR**
Cultural Arts & Diversity Resource Center, UC Santa Cruz

Managed program operations, merchandizing, and shipments; Coordinated scheduling, communication, and record-keeping for program initiatives. Maintained calendars, coordinated events, and assisted with hiring and onboarding processes. Organized documents, handled inquiries, and ensured smooth administrative workflows.