

Gabriella Dahlin



RELEVANT WORK EXPERIENCE

CUSTOMER EXPERIENCE ASSISTANT. PARKLAND SPANAWAY BRANCH

Pierce County Library System, 2022 - present

Delivers high-quality, customer-focused services to diverse customers of all ages; Works with customers in person, by telephone, and digitally; Communicates and applies the Library's policies and procedures, addresses and assists in resolving customer concerns, incidents, and complaints; Prepares and maintains displays; Performs routine circulation and customer account management duties; promotes library services; Acts as Person In Charge, as delegated or scheduled; Assists with program support as directed by a Librarian; Participates on project teams and committees

LEASING MANAGER. SAWYER TRAIL APARTMENTS AND TOWNHOMES

Tarragon Property Services, 2021-2022

Managed the leasing office of a 600 unit townhome and apartment community; Oversaw the day to day operations of the leasing team and leasing process; Responsible for auditing, filing, phone and email inbox management, supervising one leasing agent; Assisted with delinquency, depositing checks, processing move ins and move outs for residents, communicating with maintenance staff, marketing available units, and utilizing Rent Cafe CRM, Yardi Voyager, and a variety of other property management software; Led tours through the community

LEASING OFFICE ADMINISTRATOR. 7000 CAMPUS LIVING

Shoreline Community College, 2020-2021

Served as the primary point of contact for residents and prospective renters of 7000 Campus Living, a 229 unit Student Housing property in Shoreline, WA. As the leasing administrator; I directly assisted the Property Manager as one half of the leasing office staff; I was the face of the organization and had the responsibility of engaging with prospective and current residents while utilizing customer service skills to provide the best possible experience for all parties involved; I engaged in marketing, managed social media and online promotion of available units, and was an integral part of the operation of multi-million dollar assets; I was responsible for the daily operations of the leasing office as the sole staff on the premise, managed the phones and email inbox, led tours virtually and in-person

ACCESS SERVICES GRADUATE SPECIALIST. ODEGAARD LIBRARY

University of Washington Libraries, 2018 - 2019

Supervised undergraduate student employees; Provided excellent customer service and reference service; Managed information desk and represented the library to the public while responding to public inquiries about the library, collection, and services; Shelled books; Curated book displays for undergraduate students; Led opening and closing procedures; Worked on design projects and curated book lists for various book displays

EVENTS AND COMMUNICATIONS GRADUATE SPECIALIST

University of Washington Libraries Research Commons, 2017 - 2019

Worked with my team to plan, implement, and assess events quarterly; Designed marketing materials for events and displays; Wrote and distributed bi-weekly newsletter; Managed social media accounts; Created book displays and accompanying book lists to increase readership of the collections; Served as an instructor on the teaching team for Storytelling Fellows (an online workshop for graduate students on Digital Storytelling) quarterly; Served as an instructor on the teaching team for the UW Libraries High School Internship for local students; Managed the information desk to provide excellent customer service and reference assistance; Managed calendars for study rooms and oversaw undergraduate students

INTERIM RESIDENT DIRECTOR. MERCER COURT APARTMENTS B&C

UW Housing & Food Services, 2017

Supervised a team of eleven student employees; Led weekly staff meetings, 1:1 meetings, managed the budget, and implemented the community development model in order to ensure a safe and thriving community for residents; Worked on a team of three professional staff members to oversee the entire Mercer community (buildings A-D), a 700+ unit complex on the UW Seattle Campus.

PROGRAMMING RESIDENT ADVISOR. LANDER HALL & RESIDENTIAL PROGRAMMING BOARD

UW Housing and Food Services, 2016-2017

Served as a leader on my floor and in my building; Advised the residents on the third floor by providing support and connecting them to on campus resources to enhance their husky experience; Worked on a professional, organized team of eleven other RAs to facilitate positive housing experiences and create a robust, safe community for residents; Collaborated with the Residential Programming Board team of ten student leaders to organize and implement twenty-six large-scale social programs a quarter for residents living all across campus to further create community

RESIDENCE EDUCATION PROGRAMMER

UW Housing and Food Services, 2014 - 2015

Planned weekly campus-wide educational programs in the areas of wellness, diversity, and academic success; Worked in a professional environment with a team of ten other programmers to provide quality educational programs and educational materials

EDUCATION

MASTER OF LIBRARY AND INFORMATION SCIENCE (MLIS)

University of Washington Seattle iSchool, 2017 - 2023 (expected 3/2023)

BA IN HISTORY + MINOR IN EDUCATION. LEARNING. AND SOCIETY

University of Washington Seattle, 2013-2017