

## DILNAZ CHOLPONBAEVA

Los Angeles, CA | +1 (773) 558-8876 | dilya.ch7@gmail.com

### PROFESSIONAL SUMMARY

Detail-oriented Business Administration graduate and current MBA student with hands-on experience in administrative support, front desk operations, and client communication. Comfortable working in fast-paced, people-focused environments where organization, professionalism, and accuracy are important. Known for being reliable, adaptable, and attentive to detail, with strong communication skills and the ability to quickly learn new systems. Experienced in supporting daily office operations, handling inquiries, and working with diverse clients in structured environments.

### EDUCATION

**Pacific States University** (Los Angeles, CA) - Master of Business Administration (MBA) | 2026–Present

**Pacific States University** (Los Angeles, CA) - Bachelor of Science in Business Administration & Marketing | GPA: 3.7 | Graduated: 2025

- Student Ambassador

**Budapest Metropolitan University** (Budapest, Hungary) - Bachelor of Science in Business Administration | GPA: 3.8 | 2020 – 2022

- Erasmus Mundus Scholarship Recipient
- Member, Content Creation Group

### PROFESSIONAL EXPERIENCE

**Student Ambassador | Pacific States University | Los Angeles, CA | 2025 – Present**

Work closely with prospective students and educational agencies, helping them understand the admissions process and university life. Respond to inquiries via phone, email, and in person, and assist with campus tours and student engagement activities. Maintain communication with international educational agencies and support the admissions office with day-to-day administrative tasks.

**Marketing Associate during OPT | Odyssey Management | Los Angeles, CA | 2025**

Supported the execution of marketing campaigns for AT&T products and services, contributing to promotional activities and customer outreach. Assisted with client communication, responded to inquiries, and helped coordinate marketing tasks in a fast-paced, team-driven environment.

**Administrative Assistant | Flower Shop | Los Angeles, CA | 2024**

Managed customer orders, appointments, and daily inquiries across in-person, phone, and online channels. Handled payments, maintained basic records, and supported front desk operations. Ensured smooth day-to-day administrative workflow while providing friendly and reliable customer service.

**Merchandise and Sales Assistant | Zara (Inditex Group) | Budapest, Hungary | 2022 – 2023**

Assisted customers with product selection and styling support while ensuring a high level of customer service. Operated the cash register and handled transactions accurately. Maintained store presentation and supported daily retail operations in a fast-paced environment.

### SKILLS

Administrative Support including front desk operations, appointment scheduling, phone and email communication, document organization, data entry, and record keeping; Customer Service & Client Relations including client communication, customer support, cash handling, and conflict resolution; Technical Skills including Microsoft Word, Excel, Outlook, Google Workspace, and Canva; Languages: English (Advanced), Russian (Fluent), Kyrgyz (Fluent), Turkish (Professional Working Proficiency), with strong communication, organization, multitasking, reliability, adaptability and problem-solving abilities.