

# Danna Braga

(512) 578-8481 • dannabraga@yahoo.com • linkedin.com/in/dannabraga • dannabraga.com • Austin, TX

## EXPERIENCE

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### Milano Ristorante | Round Rock, TX

May 2021 - Present

#### Assistant Manager

- Led team in delivering exceptional guest experiences by greeting, escorting, and presenting menus.
- Managed efficient to-go orders and handled cash and credit transactions using POS system.
- Supported dining room staff in table setup, service, and maintaining a clean environment.
- Trained and coached team members, resolving issues to ensure high service standards.
- Upheld health and safety regulations, ensuring a safe and welcoming atmosphere.

#### Web Designer

- Designed and developed a dynamic website, enabling online table reservations and to-go orders.
- Implemented user-friendly features and intuitive navigation, enhancing the overall user experience (UX).
- Collaborated closely with the restaurant team to incorporate brand identity and ensure a cohesive visual representation.

#### Social Media Manager

- Successfully developed and executed social media strategies across Facebook and Instagram.
- Effectively managed social media calendars and posting schedules, ensuring consistent and timely content delivery.
- Created engaging and captivating content that resonated with the target audience, driving brand awareness and user engagement.

### Texas State University Alumni Association | San Marcos, TX

Spring 2022

#### Student Social Media Contributor

- Created social media content for client to use on Facebook, Twitter, Instagram and Instagram Stories, along with monthly analytics reports, for client as part of Advanced Social Media and Analytics course.
- Used analytics data to develop client portfolio, addressing client strengths and areas for growth.

### Student Ambacebador | San Marcos, TX

Feb. 2020 - Present

#### Guayaki

- Product distribution and customer outreach within the college campus to expand the brand's reach and attract new clientele.
- Created engaging social media content to drive brand visibility and attract new customers.
- Educated customers, retailers, and distributors about Guayaki's product offerings and unique value propositions.

### Shift Lead | Pflugerville, TX

March 2020 - Sep. 2020

#### Smoothie King

- Demonstrated strong leadership and responsibility by efficiently executing opening and closing procedures at two store locations, including cash handling, register reconciliation, and ensuring a secure store environment.
- Proficiently operated the POS system, skillfully processing cash and credit transactions.
- Efficiently handled the drive-through window delivering prompt and courteous service to customers swiftly.
- Skillfully coordinated and supported the store team in daily operational tasks, ensuring seamless workflow.

## EDUCATION

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### Texas State University | Bachelor of Science in Digital Media Innovation

Expected May 2024

- Minor in Fashion Merchandising

## CERTIFICATIONS

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### LinkedIn Learning

October 2022

- Getting Started in User Experience
- Succeeding in Web Development: Full Stack and Front End
- Web Design: Efficient Workflow

## TECHNICAL SKILLS

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HTML, CSS, JavaScript, C++, InDesign, Photoshop, Illustrator, Figma, UX/UI Design, Web Development, Graphic Design