

Reporter of the Year candidate Richie Rodriguez – Four year

News

<https://daily49er.com/news/2023/03/06/higher-education-higher-fees-graduation-application-cost-increasing-in-2024/>

Feature

<https://daily49er.com/artslife/2022/11/08/nutrition-vs-convenience-the-current-food-dilemma-on-campus/>

Editorial

<https://daily49er.com/opinions/editorials/2023/02/14/the-gun-violence-epidemic-is-a-problem-uniquely-american/>

New story

<https://daily49er.com/news/2023/05/04/a-tale-of-2-commencements/>

RICHIE RODRIGUEZ

richie.rodriguez90@yahoo.com | 714-244-9871

APPLE INC. | CERRITOS, CA

GENIUS

DEC. 2021 – PRESENT

- Diagnose product issues quickly with customers, explaining situations with patience and compassion resulting in great reviews.
- Educate team members about products, while independently keeping my own technical know-how up to date.

TECHNICAL EXPERT

NOV. 2020 – DEC. 2021

- Use technical expertise with Apple products and services with a strong instinct to act quickly.
- Motivate the team to do what's best for the customer and Apple and anticipate and adjust for roadblocks resulting in cohesive teamwork.

TIER 1 iOS PHONE SUPPORT ADVISOR

JULY 2020 - FEB. 2021

- Multitask across systems and applications to isolate and resolve a variety of complex issues and navigate a technical environment from home.
- Explain step-by-step solutions with patience and an approach tailored to each individual customer leading to strong results.

SPECIALIST

OCT. 2018 - NOV. 2020

- Use exceptional, consistent and comprehensive knowledge of Apple technology and applications to achieve top sales and service to customers.
- Deliver exceptional customer service while maintaining a high degree of professionalism leading to positive feedback from customers.

DAILY FORTY-NINER | CALIFORNIA STATE UNIVERSITY, LONG BEACH

COMMUNITY ENGAGEMENT MANAGER.

JUNE 2022 – MAY 2023

- Develop and maintained relations with members of the campus and surrounding community to create an open-door policy for organizations in the newsroom.
- Provided leadership and support to the editorial staff in tight deadlines with editing and pitches leading to great coverage of community and campus.

THE HORNET | FULLERTON COLLEGE

MANAGING EDITOR

JAN. 2021 - MAY 2021

- Create content strategies and oversaw their implementation processes.
- Manage a team of writers, editors and graphic designers leading to successful stories.
- Edited content pieces to ensure they follow tone and style guides.
- Coached and mentored staff writers to grow, improve and understand the changing requirements of content which led to achieving general excellence at yearly news conference.

STAFF WRITER

AUG. 2020 - DEC. 2020

- Provided compelling coverage in both anticipated and breaking news.
- Wrote and delivered high-quality articles under tight deadlines.
- Covered an array of topics ranging from local, news and entertainment.
- Contributed effective use of photography and graphic making.

VANGUARD MUSIC AND PERFORMING ARTS | SANTA CLARA, CA

PERCUSSION TECHNICIAN

NOV. 2013 – DEC. 2023

- Communicated clearly with students in a teaching environment to achieve high awards results.
- Ran individual lessons and sub lessons in building musicianship skills.
- Effectively taught students to be exemplary musicians and citizens.

SOCIAL MEDIA COMMITTEE

SEP. 2020 – JUL. 2021

- Develop original content for business publications and websites leading to higher engagement across social media channels.
- Research and write blog posts, web content and articles on a wide range of subjects according to specific requirements.

EDUCATION

California State University, Long Beach
Bachelor Degree of Arts
in Journalism

Fullerton College
Associate Degree in
journalism with Honors

AWARDS

President's Award,
CSULB 2021-2022

Third Place Feature Writing

Journalism Association
Of Community Colleges
2021

Distinguished Student Leadership in Journalism

CSULB JPR Department
2023

SKILLS

Advanced in Microsoft
Word, Excel, Keynote

Journalism Software:
Descript, Premiere Pro,
Audition

Languages: English,
Spanish