

**2026**

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**Artifact**

During this semester at the Office of the Registrar, I have developed strong communication skills through both client interactions and creative project work. This semester, I worked on a video editing project focused on emergency procedures. This reflects both my technical abilities and my growth in visual storytelling. As someone pursuing a career in video editing and motion graphics, this project demonstrates how I use communication not just through words, but through intentional visual choices.

A major focus of this project was communicating information clearly and effectively to a specific audience. I made intentional editing decisions regarding pacing, visuals, and structure to ensure the content was engaging and accessible. This connects to my broader experience in the call center, where I regularly adapt my communication style depending on the situation, whether assisting students with complex registration issues or collaborating with coworkers. Across these experiences, I've learned that strong communication requires clarity, organization, and audience awareness.

In addition to my video project, I contributed to other communication initiatives, including developing content for the automated chatbot system and supporting Canvas course materials. These projects strengthened my ability to present information in an approachable way. I also consistently practice active listening and adjust my tone to resolve misunderstandings, which has helped me build stronger connections with both clients and team members. For example, when students or parents call feeling upset or frustrated about registration deadlines, I listen carefully to understand the issue fully before guiding them through the next steps. This helps to reduce confusion and creates a more positive and welcoming experience. Active listening is a skill I know will

be important in future jobs, especially within the video production world, where understanding what the vision is and responding to feedback is essential.

I have also demonstrated advance communication through leadership and collaboration. I took initiative by seeking out additional projects and responsibilities, and I contributed to a positive team environment by supporting peers in the “Client Services Support” chat. By answering questions and sharing knowledge, I helped foster a more collaborative and efficient workplace. These experiences required me to communicate clearly, reliably, and professionally in different contexts.

Altogether, my work at the Office of the Registrar has strengthened my ability to communicate across different platforms, verbal, written, and visual. Whether creating a video, assisting a client, or collaborating with a team, I have developed the skills to convey information effectively, adapt to my audience, and contribute in a professional setting. These communication skills will be essential as I continue pursuing a career in video editing and motion graphics, where clear and engaging storytelling is key.