

## ***Education***

**University of California Merced**, School of Social Sciences, Humanities, & Arts

**May 2020**

· Bachelor of Science in Management Business & Economics, GPA 3.40

## ***Experience***

**Customer Service Representative**, *Aston Carter*

**Jan 2023-Present**

· Temporary Customer Service Agent working in a call center environment for MedImpact Healthcare Systems.

· Provided quality customer service to Medicare Part D/Medicaid/and Commercial Insurance plan members. Helped answer questions regarding prior authorizations, co-pays, and general medication questions.

· Answering up to 80 calls daily, being tech savvy and utilizing multiple systems/programs to track/enter information and updating existing applications was necessary. Staying up to date with medical terminology was also crucial when communicating with Pharmacies and Doctors, entering overrides and explaining internal processes.

· Staying detail-oriented, with strong analytical skills, was able to maintain efficacy balancing high work volume and prioritizing urgent issues to reduce the number of calls received and committing to helping callers reach a resolution.

· Often sought and actively made outbound calls to solve issues, speaking to both internal and external clients at various levels at each organization, providing measurable, reliable, and accurate information to deescalate members and solve the problem at a root level.

**Security Specialist**, *Securitas*

**December 2021-Aug 2022**

· Helped maintain a safe and secure environment by monitoring premises, including patrolling, and actively engaging with controlled cameras. Enforced regulations and directives towards visitors and personnel as requested by the client.

· Ensured the wellbeing of others and provided customer service and information towards clients and incoming delivery personnel. Often spoke to employees regarding specific incidents that occurred throughout the facility and wrote incident reports.

· Was quick to defuse and control security breaches and medical emergencies. Provided corresponding information to both law enforcement and first responders necessary to do their jobs efficiently.

· Assessed weekly fire and visual valves across the facility and performed monthly AED, Panic Alarm, and Call Box inspections as according to Solar Turbines policy. This was done to report any malfunctions in technology or equipment to prevent liability in case of an emergency.

**Appointment Setter**, *Future Home Power*

**April 2021-Sep 2021**

· Was familiar with essential details on products and services to help answer basic questions and concerns that clients had on the product and services provided.

· Scheduled appointment consultations between potential clients and sales representatives, keeping detailed logs of every lead to hit minimum weekly and monthly sales production requirements.

· Often spoke Spanish to provide clarity of information to various communities where English was not spoken.

**Auto Parts Delivery Driver**, *AutoZone*

**June 2019-Sep 2020**

· Drove a delivery vehicle transporting parts to commercial customers, including the loading, and unloading of parts. Acquired parts from different stores and outside vendors.

· Followed company policy and provided WOW customer service in between deliveries, handling cash and charge transactions. Restocked merchandise and practiced GOTCHA practices when installing batteries and windshield wipers when appropriate.

· Maintained a growing knowledge of products and seasonal promotions, including AutoZone information systems and resources. This included OBDII code reader diagnosis and availability of parts.

**Data Analyst/Entry**, *Connect2Careers*

**December 2018-Jan 2019**

· Internship that provided a great introduction to time management and data entry. Under minimal supervision, provided weekly reports and reviewed several accounts for clerical accuracy.

· Used several platforms/programs such as Excel and PowerPoint to complete various data driven tasks.

## ***Relevant Coursework***

**Completed:** Microeconomics, Macroeconomics, Financial/Managerial Accounting, Leadership Theory, Marketing & Consumer Behavior, Introduction to Computer Applications, Calculus I, Economics of Regulation, Statistical Inference, Information Systems/Technology (IT)

## ***Skills***

**Languages:** Python3, Spanish

**Programs:** Excel, PowerPoint, Word, STATA, HTML, DFD's

## ***Leadership***

**Security Trainer**, *Securitas*

**May 2022-Jul 2022**

· Assisted in the training of several officers as they transitioned through the program. This involved hours on patrol and DSX training.

**Event Coordinator**, *Delta Sigma Pi*

**July 2019-Sep 2019**

· In conjunction with another member of the organization, we developed a multiple month plan filled with many itineraries in relation to several events planned for the fraternity. This included philanthropic activities, such as: city cleanups and supporting local schools with holiday events.

· Upon weeks of planning and communicating with our organization's treasurer, I hosted a paintball event with over twenty members in conjunction with Delta Sigma Pi of a different university.

## ***Professional Affiliations***

Delta Sigma Pi, Hands for Help, Nativity Prep Academy, Habitat for Humanity, NHS

## ***Projects***

**Econometrics**

**April 2018**

· Used the program STATA to manipulate sets of data given across different assignments and had to calculate the mean and standard deviation of all variables across the dataset. Completed scatter plots and drew conclusions on whether variables in the dataset were correlated or not.

**Introduction to Computer Systems**

**September 2016-Dec 2016**

· Used notepad to set up a prototype webpage. Compiling tags, attributes, elements, links, headings, lists, images, and tables contributed to the creation of an "about me" web page highlighting my favorite foods and hobbies. It was published as a word document and an HTML file.

· Gained experience with writing code to declare variables, input values, process errors, and calculate worksheets.

·Coded Tunnels and Dragons using Python3, creating my own choices and consequences which would either result in the demise of the user, a stalemate, and or warning based on the algorithm upon selecting each tunnel.