

Andrea Belen Jacho Betun

A computer science student from Ecuador 🇪🇨.

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EXPERIENCE

Western Oregon University, Monmouth, OR — OIED Student Work Assistant

AUGUST 2023 - PRESENT

- Maintain and update the OIED website: Implement front-end user interface features to improve the usability and user experience. Demonstrated proficiency in WordPress, including using themes, plugins, and custom coding to enhance site functionality and aesthetics.
- Application and award process oversight: Develop and maintain a dynamic Excel-based tracking system to efficiently monitor and manage student application data. Leverage advanced Excel features, including formulas, pivot tables, and data validation, to enhance data analysis and reporting. Provide the Director with detailed reports on 60-140 student applications per term, ensuring accurate and timely updates.
- Support international partnership efforts: Collaborate with contract coordinators to prepare and structure documents sent to agents. Oversee and update sensitive department contract and agent information, ensuring the prompt and accurate execution of agreements. Applied strong attention to detail and data management expertise to maintain data integrity and streamline workflows.

Western Oregon University, Monmouth, OR — CS Tutor

FALL 2024 - PRESENT

- Provide one-on-one tutoring sessions to students: Help students understand complex concepts and develop problem-solving skills, ensuring they can apply learned material independently.
- Offer timely support via email: follow up with students to ensure continued progress and completion of assignments, ensuring they can apply concepts outside of tutoring sessions.

Oregon Coast Community College, Newport, OR — Bilingual Outreach Specialist

JANUARY 2023 - JUNE 2023

- Coordinated and administered financial support programs: Managed various financial aid initiatives for students and parents across Lincoln County, leveraging bilingual skills to assist Hispanic families in accessing essential resources and provided translation services for documents, presentations, and videos.

SKILLS

Software Troubleshooting

Website management
(WordPress)

Help Desk Support

Creative Design (Canva)

CERTIFICATIONS

uCertify

CompTIA Network+ (2023)

America's Best Contacts &
Eyeglasses

Certified Optometric Tech
Level I & II (2022)

AWARDS

Edward B. Wright Center for
Computer Science Scholarship
2024

International EdDe Scholarship
2024

LANGUAGES

English (Full professional
proficiency)

Spanish (Native)

- Led Juntos family outreach: Served as an OSU Juntos Facilitator, organizing and leading sessions to inform parents about available resources, expanding awareness and engagement. Represented the college during the Juntos Family Day event in 2023, strengthening community partnerships.

America's Best Contacts & Eyeglasses, Keizer, OR — Certified Optometric Tech/Receptionist

AUGUST 2022 - JANUARY 2023

- Managed patient scheduling and communication: Coordinated appointments, follow-ups, and visits while ensuring clear, professional communication with patients of all ages, creating a welcoming experience.
- Ensured efficient office operations: Conducted pre-tests with strong time management, supporting a smooth workflow and maintaining a professional environment.

Chemeketa Community College, Salem, OR — Student Leadership Coordinator

JULY 2021 - JUNE 2022

- Coordinated events and communication: Managed meetings and presentations, ensuring smooth operations, while promoting campus activities through various platforms to boost engagement and participation.
- Created engaging marketing materials: Designed unique and attention grabbing promotional content using Canva, and engaged students in programs, services, and facilities in both English and Spanish, cultivating a positive and inclusive community.

Chemeketa Community College, Salem, OR — Student Support Specialist

SEPTEMBER 2019 - MARCH 2020

- Provided bilingual assistance and support: Delivered tailored support to students, helping them navigate campus resources and engage with multicultural services, ensuring an inclusive and welcoming environment for all students.
- Enhanced visibility of multicultural programs: Developed and distributed promotional materials to increase awareness and participation in multicultural events, contributing to a more diverse and inclusive campus culture.

EC ROBOTICS, Ecuador — IT Desk Help

JANUARY 2018 - JUNE 2018

- Resolved customer concerns: Addressed and resolved customer issues across diverse age groups, providing professional and courteous support to ensure customer satisfaction.
- Demonstrated strong multitasking abilities: Managed multiple tasks simultaneously in a fast-paced environment, maintaining efficiency and professionalism.

- Implemented software and hardware solutions: Utilized technical expertise to troubleshoot, diagnose, and resolve both software and hardware issues, ensuring smooth operation and minimizing downtime for customers.

EDUCATION

Western Oregon University, Monmouth, OR — *Computer Science, B.S.*

FALL 2023 - JUNE 2025

Chemeketa Community College, Salem, OR — *ASOT in Computer Science*

GRADUATED 2022