

# Maria G. Contreras

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<https://github.com/geraldinecontreras>

“In progress - About me section”

Soon to add: projects uploaded to repository in github

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## Skills

- Bilingual, fluent in English and Spanish
- Qualitative Research Interviewer
- Python / SQL / Power Bi / Excel / Tableau
- Professional Customer Service

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## Experience

MAY 2021 – PRESENT

### Data Analyst Apprentice / Nashville Software School

- “In progress”

OCTOBER 2021 – PRESENT

### Vendor Specialist (Training)/ Cisive

- Intermediate between Cisive and its vendors to ensure timely processing of verifications
- Review vendor work to ensure accuracy and compliance
- Monitor information repositories and assign priority based on workload
- Create and respond to vendor help tickets

MAY 2021 – PRESENT

### Verification Researcher II / Cisive

- Strive to ensure verifications meet a strict 96% accuracy rate in Employment and Education Verifications
- Work closely with offshore teams to process global employment within strict timelines
- Analyze, evaluate, and prioritize large volume of reports to ensure maximum efficiency
- Maintain in-depth working knowledge of department guidelines to quality check and audit reports submitted to clients

NOVEMBER 2019 – MAY 2021

## **Verification Researcher / HireRight**

- Communicate daily with multi-level professionals with the purpose of verifying information provided by job-seeking applicants
- Utilize various forms of research including phone calls and proprietary websites to gather data for clients
- Document and report findings in a clear and concise manner with strict attention to detail
- Ensure findings are legally compliant and adheres to guidelines set forth in the Federal Credit Reporting Act (FCRA)

APRIL 2019 – OCTOBER 2019

## **APS Intake Counselor II / TN Department of Human Services**

- Analyze and interpret information received from referral sources to determine if allegations meet Adult Protective Services criteria for abuse, neglect, or exploitation.
- Ensures confidentiality of all documentation and information according to strict agency policy
- Utilizes documents, records of demographical information, and other relevant data for the assignment of investigative reports
- Details accurate and thorough records based on information gathered from referral source and investigation

SEPTEMBER 2013 – NOVEMBER 2014

## **CPS Investigator II / TX Health and Human Services**

- Conducted thorough investigations for child abuse and neglect referrals for the state of Texas utilizing references and Texas laws to ascertain validity of referral reports
- Testified and prepared comprehensive reports of investigative findings in court proceedings
- Served as a liaison between Child Protective Services and public agencies in order to coordinate protective measures to ensure safety and well-being of children
- Worked well under deadlines, prioritizing tasks while maintaining balance and objectivity under crisis situations

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## **Education**

2021

### **Data Analytics / Nashville Software School**

2011

### **Bachelor of Science / University of Texas Pan-American**

- Majored in Criminal Justice with a minor in Spanish