

# Andree Gonzalez Villegas

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## Education

### Bachelor of Science

Brigham Young University - Idaho

- Mechanical engineering major.

April 2028 - April 2028

Idaho

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## Professional Experience

### 3D Printer Technician

MacLab - BYU

- Led student workshops and 1:1 support sessions on 3D printing and modeling using Prusa Slicer and Adobe tools.
- Supervised 4 3D printers in a college print shop, improving print success rate from ~65% to over 90%.

April 2024 - Present

Idaho | Rexburg, ID

### Customer Loyalty Service Agent

Verizon

- Increased customer satisfaction by 10% through effective issue resolution and process improvements.
- Achieved 95%+ monthly customer satisfaction ratings through prompt and empathetic support.

February 2022 - November 2023

Mexico City, Mexico

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## Certifications

- Certified SolidWorks Associate (CSWA), 3D Design & Modeling - March 2024.
- PRUSA Research, 3D Printing & Modeling - July 2023.

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## Leadership & Volunteer Experience

Brigham Young University – Idaho

### Leadership Ambassador Council Member

- Led feedback collection from 500+ students to identify key needs, then worked with administration to adjust leadership programs, enhancing problem-solving and data analysis abilities.

January 2025 - Present

Church of Jesus Christ of Latter-day Saints – Guadalajara, Mexico

### Full-Time Volunteer Missionary

- Trained 150+ new missionaries in goal setting, time management, and teamwork.
- Managed local church social media pages, increasing follower count by 50% and boosting weekly engagement rates by 40% through targeted content and community interaction.

September 2019 - October 2021

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## Skills

- Technical Tools: SolidWorks, Prusa Slicer, Adobe Illustrator/Photoshop.
- Soft Skills: Leadership, Public Speaking, Customer Service, Time Management.
- Languages: Spanish (Native), English (Fluent).