

DIEGO FERNANDEZ-VARGAS

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EXPERIENCE

APRIL 2023-PRESENT

Sr. Admin-data entry, Randstad/maximus

- Reviewed applications for family applying/reapplying for CMA/Chip
- Maintained operations by following policies and procedures and reporting any changes.
- Processed customer and account source documents by reviewing data for deficiencies.
- Verified all information on application was correct and accurate.
- maintained customer confidence and protected operations by keeping information confidential.
- Worked in state portal and other state programs.

December 2022 – April 2023

Marketing Coordinator, TaskUs

- Held confident and sensitive information of advertisers.
- Developed, and coordinated to execute marketing campaigns.
- Identified solutions needed to address needs for business.
- Provided customer service skills to set up appointments with clients.
- Conducted research to provide good marketing and goals for the clients.
- Implemented marketing and advertising campaigns by assembling and analyzing sales Forecasts.
- Prepared marketing and advertising strategies, plans, and objectives.
- Developed, coordinated, and executed marketing campaigns.
- Collected data about target demographics and analyzed market trends to improve a Company's efforts.

June 2021 – March 2022

Registered Behavior Technician, Action Behavior Centers

- Provided ABA Therapy to kids diagnosed with autism spectrum disorder.
- Intervened with clients challenging behaviors buy reinforcing therapeutic alternatives and coping mechanisms.
- Observed, monitors and recorded problem behaviors through accurate behavior consequences data collection, graphs, and anecdotal notes.
- Supported clients using principles of applied behavior analysis.
- Navigated multiple documentation system an obtained medical record for patients.
- Review medical records for patients to ensure proper care and therapy approach.
- Maintain accurate records by documenting progress and adhering to prescribed behavior plans to identify behavior trends and potential strategies to communicate multiple therapy approach.
- Communicate challenges that could potentially affect therapy outcomes to include necessary referrals and prior authorizations by requesting medical records from providers offices.

- Learned specialized behavior approaches to implement behavioral strategies.
- Implement and establish behavior strategies by setting rules, reiterating expectations, and following through with schedules of reinforcement.
- Implemented treatment plan and behavior intervention plan provided by board certified behavior analyst.
- Accurately recorded data from programs ran during therapy session with clients and wrote accurate subjective objective assessment plan note for insurances.
- Observed, monitored, and recorded problem behaviors through accurate behavior-consequence data collection.

September 2019 – June 2021

Youth Leader, Northside Learning Tree

- Assisted elementary aged students in academics, cognition, and motor development in after school enrichment program
- Intensively tutored an autistic child for 5 days during the week for 3 hours
- Engaged youth by following, implementing, and assisting in creating lesson plans
- Modeled appropriate interactions with youth individually and in groups by encouraging involvement in activities

July 2018 – September 2019

March 2020-August 2020

Front of House Member, Chick-Fil-A

- Provided healthy and inviting environment for each customer to achieve quality customer service
- Performed readily, teamwork-oriented tasks to generate customer satisfaction and traffic flow
- Wiped counters and sanitized equipment to maintain clean food prep and dining areas
- Restocked workstations with supplies and food display cases with fresh selections to decrease customer waiting during busy periods
- Established welcoming atmosphere by greeting each guest warmly
- Trained new staff in front-of-house procedures, customer relations and cleaning
- Replenished serving stations with fresh food and cleaned up spills
- Helped guests at tables when in need of assistance

July 2016 – July 2018

Footwear Sales Associate, Academy Sports and Outdoors

- Conducted stock inventory with designated section
- Greeted and offered sales assistance to every customer upon entry into store
- Contributes to business goals, performance measurements and efficiently uses tools and technology
- Selected, recommended, and helped obtain or locate merchandise based on customer desires and needs
- Promoted up-selling of laces, scent balls and storage boxes to increase revenue and customer satisfaction
- Assisted freight workers in unpacking boxes and preparing shipments for online sales
- Assembled promotional displays to increase brand awareness and attract customers
- Created attractive merchandise displays throughout store

EDUCATION

December 2020

Bachelor Of Arts: Psychology, The University of Texas at San Antonio

- Completed professional development in psychology
- Minor in wellness

August 2019

Associate Of Arts: Psychology, Northwest Vista College

Special Skills

- Dynamic personality, team player
- Communication and organizational skills
- Problem-solving abilities in a positive manner
- Ability to multitask and adapt to shifting priorities
- Proficiency in Microsoft Office Suite
- Self-motivated, quick learner
- Strong organizational and attention to detail skills
- Bilingual, read, writes, and speaks Spanish
- Time-management and leadership skills
- Strong customer service and interpersonal skills