

# Lauren Contreras

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## EDUCATION

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<b>The University of Texas at Austin</b>	Bachelor of Biology, Minor in Health Communications Business of Healthcare Certificate Overall GPA: 3.7965	May 2021
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## EXPERIENCE

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<b>Robin Healthcare</b> – <i>Medical Scribe</i> ; Austin, TX	July 2019 – April 2020
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- Scribed for physicians and gathered information about clinical encounters to assist in the documentation of patient care.
- Learned basic skills necessary for coding and workers' compensation billing.
- Became proficient in medical terminology and learned from providers across a variety of specialties.

<b>Alite Laser</b> – <i>Receptionist</i> ; Austin, TX	December 2020 – Present
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- Developed excellent customer service skills as a personable representative of the company.
- Became well-versed in communicating to clients about all services provided as well as company policies.
- Assisted in receiving phone calls, scheduling new appointments, and checking in clients.

<b>The Masks Now Coalition</b> – <i>Volunteer</i> ; Austin, TX	May 2020 – Present
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- Served as a key resource in distributing supplies and homemade fabric masks to hospitals and organizations within the Austin metro region.
- Supported a nationwide grassroots volunteer program that was created in response to the shortage of masks brought on by the novel coronavirus outbreak in America.

<b>Dell Children's Medical Center</b> – <i>Volunteer</i> ; Austin, TX	January 2019 – March 2020
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- Served weekly as an informant and resource within the hospital to provide directions to visitors and deliveries to patients.
- Received phone calls to deliver equipment to case managers within the hospital.
- Guided pedestrian traffic within the main atrium of the hospital in order to ensure visitors navigated the area efficiently.

<b>Austin Pets Alive</b> – <i>Volunteer</i> ; Austin, TX	April 2018 – March 2020
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- Assisted weekly in the feeding and special care of neonatal kittens.
- Aided in filling the volunteer gap in the shelter community necessary to save the lives of thousands of kittens each year.
- Helped to save animals from being euthanized and to create Austin as the largest No-Kill city in the country.

<b>Superhero Kids</b> – <i>Volunteer</i> ; Austin, TX	February 2018 – March 2020
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- Led projects in raising funds for local Austin non-profit, benefitting children with cancer and blood disorders.
- Coordinated volunteer visits to provide activities for the children attending clinic at Dell Children's Medical Center.
- Aided in the nonprofit's commitment to raising awareness of the special needs of children fighting cancer and blood disorders

<b>Dell Children's Medical Center</b> – <i>Shadow</i> ; Austin, TX	Summer 2019
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- Observed a practicing pediatric hematologist during her clinical rotations for a total of 20 hours.
- Learned how a physician should navigate difficult conversations with the parents of the patients.
- Gained insight on how to analyze lab results in order to draw conclusions about a patient's medical conditions.

<b>Global Medical Training</b> – <i>Medical Missionary</i> ; Lima, Peru	Summer 2019
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- Traveled to underdeveloped communities around the Lima district of Peru in order to become knowledgeable of and assist with diagnostic procedures and health education.
- Became familiar with local community conditions in order to be more efficient at identifying common diseases.
- Gained awareness of the humanitarian need that exists in the world today through a heightened understanding of medicine and life outside of the United States.

**Outreach Health – *Special Needs Caregiver*; Austin, TX**

Summer 2019 – Fall 2019

- Provided medical and social care for a young individual, age 15, with special needs during parents' scheduled absences throughout the week.
- Aided with transportation to biweekly behavioral and speech therapy sessions.
- Excelled at building rapport and trust with the young individual's family.

**Houston Methodist Willowbrook Hospital – *Shadow*; Houston, TX**

Summer 2018

- Observed several practicing neonatologists during their clinical rotations for a total of 55 hours.
- Recognized the nuanced methods that a physician should use while educating a family on an infant patient's diagnosis.
- Watched the rapid and sensitive measures that must be taken after the birth of a premature infant.

**CAMP Camp – *Special Needs Volunteer Counselor*; Austin, TX**

Summer 2016 – Summer 2018

- Provided both physical and medical aid to individuals with special needs during their camp experience.
- Helped strengthen and inspire individuals with special needs through recreation, respite, and education.
- Supported a program that gave an overnight camp experience to those who would not be able to attend other camps due to the severity of their disability or medical condition.

**LEADERSHIP**

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**Forever Texas – *President*; Austin, TX**

Fall 2019 – Spring 2020

- Coordinated all events for a college spirit organization, promoting the Forever Texas pillars of service, spirit, and sisterhood.
- Managed the officer board by designating tasks weekly and addressed the membership during weekly meetings.
- Increased interpersonal networks within campus by organizing social events to connect peers.

**Forever Texas – *Service Chair*; Austin, TX**

Fall 2018 - Spring 2019, Fall 2020 – Present

- Provided service opportunities for members of a college spirit organization and led fundraising events for philanthropy.
- Coordinated with other student organizations on campus in order to help each other reach fundraising goals.
- Fostered new local community relations with Forever Texas by investigating different and creative volunteer events.

**Texas Roundtable – *Financial Director*; Austin, TX**

Fall 2019 – Present

- Managed funds of a university-wide student organization that was formed as a platform to collaborate on service and form unity between student leaders.
- Monitored the organization bank account and established budgets each semester.
- Assisted in the officer board task of reorganizing administrative structure in order to reach new goals that ultimately increased student leader impact on campus.

**CERTIFICATION**

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**Collaborative Institutional Training Initiative – *Social/Behavioral Human Subject Research Training* September 2019****HONORS**

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- University Honors

Fall 2017 – Spring 2018, Fall 2019 – Spring 2020

**ADDITIONAL INFORMATION**

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**Computer Skills:** MS Excel, MS Word, MS PowerPoint**Languages:** Basic Knowledge in Spanish**Interests:** Community involvement, Learning languages, Travel, Kitten fostering, Music festivals**Work Eligibility:** Eligible to work in the U.S. with no restrictions