

# Andrea Natalia Muñoz Baca

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## Professional Experience

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### Juarez Stake Academy (English-Immersion School), Nuevo Casas Grandes, MX

*School Librarian*

Sept 2024 – Present

- Lead library programs in a bilingual learning environment, promoting reading and cultural exchange.
- Created flyers, posters, and newsletters in English and Spanish to engage students and parents.
- Organized community-oriented activities to foster literacy and inclusion.

### Secretaría de Relaciones Exteriores de México (SRE), Nuevo Casas Grandes, MX

*Passport Services – Social Service*

Apr 2024 – Sept 2024

- Assisted citizens with passport applications and legal documentation in Spanish and English.
- Coordinated case reviews and guided applicants to prevent fraudulent charges.

### Kumon Learning Center, Nuevo Casas Grandes, MX

*Administrative & Teaching Assistant*

Jan 2024 – Aug 2024

- Communicated with parents and students, supported learning plans, and managed records while coordinating events.

### U.S. Congress – Office of Rep. Sylvia Garcia (TX-29), Washington, D.C.

*Communications Intern*

Jun 2023 – Aug 2023

- Drafted press releases, talking points, and social media content in English and Spanish, including holiday and legislative messaging.
- Assisted with press conferences and public events, coordinating logistics and media outreach.
- Produced weekly video updates and designed digital/print graphics for constituent communications.
- Researched policy issues and prepared concise legislative briefs for congressional staff.

### U.S.–Mexico Foundation, Washington, D.C.

*Communications & Policy Intern*

Mar 2023 – May 2023

- Wrote newsletters and curated policy updates in both languages for stakeholders across the U.S. and Mexico.
- Researched strategic topics such as the semiconductor industry to support binational initiatives.
- Developed communication materials and managed project reports for donors and partners.

### Bloom – BYU–Pathway Worldwide, Remote

*Mentor*

Jan 2023 – Dec 2023

- Guided international students in academic planning and cross-cultural communication to boost success.

### Teleperformance, Remote

*Customer Service Representative*

Jan 2021 – Dec 2021

- Delivered high-volume bilingual customer support, resolving issues across U.S. and Latin American markets.

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## Volunteer & Community Engagement

### Agrodinámica Nacional, A.C.

*Vocal & Former Assistant*

Jul 2024 – Present; Feb 2021 – Feb 2023

- Currently serve as Vocal, representing regional farmers' needs and helping coordinate initiatives to strengthen the local agricultural sector.
- From 2021 to early 2023 acted as assistant to the president, coordinating meetings, managing schedules, and supporting outreach to stakeholders.

### BYU–Pathway Worldwide

*Volunteer Service*

Dec 2021 – Jul 2022

- Facilitated group discussions and educational programs in English and Spanish.

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## Education

**B.A. in Public Accounting** – Instituto Tecnológico Superior de Nuevo Casas Grandes (ITSNCG)

*Completed Jul 2025*

**B.S. in Software Development (in progress)** – BYU–Idaho (Online)

*May 2023 – Present*

**Technical Degree in Programming** – CETIS 93

*Aug 2017 – May 2020*

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## Skills & Honors

- **Languages:** Native Spanish, Advanced English – professional bilingual communication.
- **Technical:** Mailchimp, Canva, Adobe Illustrator (basic), Microsoft Office & Teams, Accessit library system.
- **Certifications:** Graphic Design Fundamentals (CalArts), Fashion Business & Culture (IFM), MoMA Fashion as Design.