

Andrea Natalia Muñoz Baca

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Professional Experience

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

Passport Services Assistant - Social Service

Apr 2024 – Sept 2024

- Assisted constituents in Spanish and English with passport applications, requirements, and case resolution.
- Received and processed official documentation and packages daily, assembling complete constituent case files.
- Worked closely with the office director on complex cases, reviewing legal documents, including court rulings and judgments, and providing procedural guidance.
- Managed sensitive personal and legal information with strict confidentiality.

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

Communications Intern

Jun 2023 – Aug 2023

- Prepared daily political briefings by monitoring national, state, district, and congresswoman-related news.
- Drafted and edited press releases, talking points, and written communications, under tight deadlines.
- Supported preparing materials for interviews, assisting with press, and to coordinate press conferences and events.
- Led digital communications, writing social media copy, scripting weekly video updates, producing printed materials, and capturing event photography.
- Assisted senior staff, supporting daily operations and constituent-facing activities.

U.S.-Mexico Foundation, Washington, D.C.

Communications & Policy Intern

Mar 2023 – May 2023

- Conducted policy research for presentations and briefings, including a semiconductor-focused project, selecting credible sources and citations.
- Synthesized research into briefs and written materials for internal and external use.
- Produced a newsletter using Mailchimp and supported communications materials.
- Updated and maintained alumni and stakeholder contact records, supporting event outreach and invitations.

Brigham Young University - Pathway, Remote

Mentor & Program Assistant

Dec 2021 – Dec 2023

- Supported leadership and program coordination across diverse student groups.
- Worked closely with students from Latin America and the United States.
- Managed calendars, scheduling, and administrative coordination.

Teleperformance, Remote

Customer Service Representative

Jan 2021 – Dec 2021

- Provided high-volume customer support in Spanish and English.
- Resolved complex issues under time pressure while maintaining accuracy.
- Applied problem-solving and communication skills in a performance-driven environment.

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.

Education

B.A. in Public Accounting - Instituto Tecnológico Superior de Nuevo Casas Grandes

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

Skills & Certifications

- Languages: Spanish, English – **bilingual communication**.
- Productivity & Collaboration: Microsoft Word, Excel, PowerPoint, Teams; Google Docs, Sheets, Calendar
- Communications & Digital Tools: Canva, Mailchimp, Trello, Slack, Zoom
- Web & Technical: HTML, CSS, JavaScript, Java
- Certifications: **Graphic Design Fundamentals (CalArts)**; Fashion Business & Culture (Institut Français de la Mode); Fashion as Design (MoMA)