

# Andrea Natalia Muñoz Baca

[andrea.nmb13@gmail.com](mailto:andrea.nmb13@gmail.com) | Cell: +(52) 636 536 3450 | [LinkedIn](#)

## Professional Experience

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### **Academia Juárez (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.

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

*Administrative & Teaching Assistant*

Jan 2024 – Aug 2024

- Communicated with parents and students in English and Spanish to support individualized learning plans.
- Coordinated educational events and maintained accurate accounting records.

### **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.
- Designed personalized strategies to enhance student 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.

## Volunteer & Community Engagement

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### **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.

## Education

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### **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*

## Skills & Honors

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- **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.