

Bradley Herrera Contreras

1B Math & BBA Student | 519-573-6105 | b2herrer@uwaterloo.ca

SUMMARY OF QUALIFICATIONS

- Fluent in English, French & Spanish; proficient in oral communication, reading & writing
- Extensive knowledge in insurance & financial services through work experience & training (OTL Licensed)
- Strong analytical & problem-solving skills, and ability to interpret data into a business context
- Strong interpersonal skills developed through people-oriented work & volunteer experience
- Passion for Computer Science, self-taught programming, and using technology for innovation
- Proficient use of Microsoft Office Suite related to work experience, including Excel

WORK & VOLUNTEER EXPERIENCE

Desjardins Insurance

Kitchener, Ontario

Customer Service Representative

June 2018 – Present

- Enhanced my collaboration skills in the workplace by providing & selling insurance quotes, updating data, answering relevant questions about client policies, ensuring customers receive adequate attention when beyond the scope of my authority by transferring calls & communicating messages to my team
- Attracted new business & ensured a positive customer experience through frequent cold calling, providing insurance quotes, managing billing accounts and translating for customers
- Developed key skills for the business environment such as professional workplace etiquettes, strong communication in person, over the phone or through email and assisting others whenever needed
- Learned the value of teamwork, self-confidence and building strong relationships with others

Kitchener Soccer Club

Kitchener, Ontario

Soccer Referee & Volunteer Head Coach for a U4 Boys Soccer Team

May 2018 – Sept 2019

- Gained leadership skills by managing a team of U4 boys, keeping close contact with parents, guardians & club supervisors, leading and enforcing the laws of the game in a fast-paced environment
- Ensured clear communication during gameplay with all parties involved and reported statistics back to database
- Promoted the physical and personal growth of my team of boys, notably teamwork and self-confidence

EDUCATION

Faculty of Mathematics – University of Waterloo

Waterloo, Ontario

Lazaridis School of Business and Economics – Wilfrid Laurier University

Candidate for Bachelor of Mathematics & Business Administration Double Degree

Class of 2025

- Cumulative GPA: 87%
- UW President's Scholarship of Distinction; Waterloo County Scholarship; Governor General's Award
- OTL General Insurance License

EXTRACURRICULAR EXPERIENCE

Laurier Insurance & Risk Association (LIRA)

Waterloo, Ontario

First-year Corporate Executive

Sept 2020 – Present

- Ensured a close and positive contact with LIRA sponsors, notably with the Insurance Institute through frequent emails and calls, catering to their questions & needs
- Improved essential teamwork skills by planning, organizing, preparing and executing club events and programs such as the AIM peer mentorship program & the Insurance 101 flagship event

SKILLS

Competent programming skills (C, Python), Multilingual, Strong interpersonal & analytical skills, Sales