

# Bradley Herrera Contreras

2ND YEAR MATH & BUSINESS DOUBLE DEGREE STUDENT

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## Summary

- Fluent in **French, English, & Spanish**
- 3+ years of work experience in **insurance & financial services**
- Experience with **Python, R, Excel, HTML/CSS/JS**
- **Analytical** and **attentive to detail**
- Strong **interpersonal skills** developed through **people-oriented** work experience
- Interpretation of data to **extract & communicate** valuable **business insights** using Python libraries
- **Highly motivated** with a passion for tech

## Work Experience

### Desjardins Insurance

Kitchener, ON

OFFICE ASSOCIATE

May 2021 - Aug. 2021

- Researched, presented, & pursued **business opportunities**, contacting leads to **generate growth**.
- Achieved performance goals of contacting over 1,000 new clients and **acquired over \$40,000 in revenue**.
- Ensured accurate collection of data while implementing **data management systems** in company repositories and Excel sheets.
- Assisted clients in understanding insurance needs while ensuring proper **risk management**.

CUSTOMER SERVICE REPRESENTATIVE

June 2018 - April 2021

- Enhanced **collaboration skills, teamwork, & soft skills** dealing directly with clients.
- Built **strong & clear communication skills** to provide exceptional customer experience, across various methods of communication (e.g., in-person, phone, emails, etc.).
- Managed billing accounts, ensuring proper documentation and collection of premiums.

### Kitchener Soccer Club

Kitchener, ON

SOCCER REFEREE & VOLUNTEER HEAD COACH

May 2018 - Sept. 2019

- Led a team of 4-year-old boys, keeping close rapport with all parties, and enforcing the laws of the game in a fast-paced environment.
- Implemented new **communication strategies** for all parties during gameplay as leading referee.
- Promoted physical & personal growth of my team, notably teamwork & self-confidence.

## Education

### University of Waterloo & Wilfrid Laurier University

Waterloo, ON

CANDIDATE FOR B. MATHEMATICS (UW) & B. BUSINESS ADMINISTRATION (WLU) DOUBLE DEGREE

2020 - 2025

- **Certificat de bilinguisme / Bilingual Certificate** - Père-René-de-Galinée (2020)
- UW President's Scholarship of Distinction, Waterloo County Scholarship, Governor General's Award
- New-Venture Competition Semi-Finalist (April 2021)
- Ontario General Insurance Licenced (OTI)
- **90%** cumulative average

## Extracurricular Activity

### UWaterloo Data Science Club

Waterloo, ON

VICE PRESIDENT OF FINANCE

Aug. 2021 - Present

- Overseeing club bank account, including responsible flow & allocation of funds.
- Creating improved budgets to maximize stakeholder satisfaction (Mathematics Society, club executives, and members).
- Managing club fees, funding proposals, and event spending.

SOCIAL MEDIA COORDINATOR

May 2021 - Aug. 2021

- Redesigned club website, with a focus on functionality & UX through Notion.
- Coordinated club's social media response & improving outreach to first years.

### Laurier Insurance & Risk Association

Waterloo, ON

CORPORATE EXECUTIVE

Sept. 2020 - April 2021

- Managed contact with insurance industry sponsors & executed club events/programs as part of a team.