

# 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**
- Comfortable **learning new programming concepts**
- Strong **interpersonal skills** developed through **people-oriented** work experience
- Interpretation of data to **extract & communicate** valuable **business insights**
- **Highly motivated** with a passion for tech

## Work Experience

### Desjardins Insurance

Kitchener, ON

OFFICE ASSOCIATE

May 2021 - Aug 2021

- Researched & presented **business opportunities**, contacting leads to generate **growth**
- On track to achieve performance goals of contacting over 1,000 new clients and **generating over \$12,000 in revenue**
- Collected accurate data while implementing data management systems in company repositories and Excel sheets.
- Assisted clients in understanding insurance needs while ensuring proper risk management

### Desjardins Insurance

Kitchener, ON

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

- Lead 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 & B. BUSINESS ADMINISTRATION DOUBLE DEGREE

2020 - 2025

- UW President's Scholarship of Distinction, Waterloo County Scholarship, Governor General's Award
- Ontario General Insurance Licenced (OTI)

## Extracurricular Activity

### UW Data Science Club

Waterloo, ON

SOCIAL MEDIA COORDINATOR

May 2021 - Present

- Redesigning club website, with a focus on functionality & UX through Notion
- Coordinating 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 sponsors & executed club events/programs as part of a team