

SELENA ESPINOZA

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PROFESSIONAL OVERVIEW

As a highly motivated and experienced professional, I am dedicated to achieving success. With a strong track record of delivering results and a focus on continuous improvement, I have honed my skills in organization and administrative duties. With excellent communication, problem-solving, and leadership abilities, I am confident in my ability to make a positive contribution. I am seeking a challenging role where I can utilize my experience to drive growth and make a meaningful impact.

WORK EXPERIENCE

Clinic Clerk II | Kaiser Permanente, San Diego, CA July 2022 - Present

Working as a clinic clerk in a subspecialty department for OBGYN, I am responsible for organizing and managing clinic schedules.

- Proactively identified and implemented process improvements, optimizing workflow and increasing overall team efficiency
- Demonstrates strong attention to detail and accuracy in planning and management while adapting quickly to changing priorities and deadlines, effectively managing workload
- Effectively communicated project updates and progress to team members, fostering transparency and alignment across departments
- Assisted in the development of training materials in alignment with industry best practices
- Trained and mentored team members, fostering professional development and growth while often standing in as Senior Clerk when needed

Pharmacy Assistant | Kaiser Permanente, San Diego, CA February 2018 - 2022

As a pharmacy assistant, I was accountable for prescription transactions for patients while working in a fast-paced environment while maintaining consistent efficiency without losing focus on patient care.

- Maintained comprehensive, networked databases which support the clinical interventions by our pharmacists, providers, and care coordinators.
- Corrected discrepancies with Medicare, Medi-cal and commercial insurance
- Provided general and procedural information to patients and other confidential correspondences

Legal Assistant | Howard Williams Law Firm, San Diego, CA 2015 - 2016

I held a pivotal role within the organization, with responsibilities that included acting as a liaison between clients and attorneys. I managed and scheduled client appointments and consultations while performing other clerical tasks as needed.

- Coordinated calendars for both lawyers and clients
- Management of client communications and services by performing clerical tasks such as responding to calls and emails
- Assisted with client billing by sending out invoices and resolving any payment issues.
- Document organization and management of case information

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EXPERIENCE

Research Assistant | Chico State Enterprises, Chico, CA Summer 2021

As a research assistant, I was accountable for collecting and managing remote data of specialized subject populations to determine economic value.

- Conducted thorough statistical analysis and evaluation of collected data to develop cost analysis for projects of interest.
 - Collaborated with cross-functional teams and conducted surveys, adhering to established guidelines and protocols
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PROJECTS

Effects of Median Household Income on Graduation Rate Across the United States | 2024

California State University - San Marcos

- Analyzed and modeled the relationship between contemporaneous household income and highschool education attainment by running multiple regressions with manually collected data from several databases
- Utilized Jamovi to run multiple regressions with large data sets
- Prepared and presented baseline results and the different results when regressions were ran against questionable variables

Economic Factors Affecting Homelessness in the United States | 2022

California State University - San Marcos

- Analyzed what variables have a significant impact on homelessness in the US
 - Manually developed regressions with Excel using a pre-built data set retrieved from a database source
 - Prepared and presented baseline results
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EDUCATION

BA in Economics | California State University San Marcos

May, 2024

SKILLS

Effective communication	Critical thinking	Survey Data	Data Collection
Adaptable and flexible	Organization/Planning	Analytical Problem Solving	Data Cleaning
Research Projects	Data Management	Data/Regression Analysis	Statistical Analysis/Methods

TECHNICAL SKILLS

Microsoft Word	Google Docs	Epims	HTML
Microsoft Excel	Google Sheets	Epic	CSS
Microsoft Powerpoint	SPSS	Reflections	Jamovi

PROFESSIONAL DEVELOPMENT AND CERTIFICATES

Hospital Unit Coordinator Certification WeCareOnline	2022
Build A Website with HTML, CSS and Github Pages Codecademy	2024