

Cody Nuñez

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EDUCATION

- Master of Arts, Anthropology** (Expected May 2021)
California State University, Fullerton
• Specialization: Cultural Anthropology
• Capstone Project: Upper-Level Curriculum Design for “Anthropology of Public Policy”
- Bachelor of Arts, Behavioral Science** (Awarded May 2016)
Concordia University, Irvine
• Anthropology Emphasis, Exercise Sports Science Minor

RELEVANT EXPERIENCE

- Internet Help Desk Representative** (December 2017 - November 2018)
Health Care Service Corporation (HCSC) through Alta Resources Brea, CA
• Autonomously troubleshoot and resolve issues with the online portal over the phone while communicating compassionately and professionally to de-escalate frustrated customers
• Memorize common issues and their resolutions to optimize ticket completion metrics
• Collaborate with colleges and team leads to share insights on new issues and prospective resolutions
- Account Executive** (November 2020 - February 2021)
SureCo Healthcare + Technology Santa Ana, CA / Remote
• Perform needs assessments with prospective clients to provide a customized solution for their healthcare
• Meticulously navigate customers through various processes via phone calls, texts, and emails
- Licensed Health Insurance Agent** (September 2017 – November 2020)
Health Care Service Corporation (HCSC) through Alta Resources Brea, CA / Remote
• Develop rapport through a consultative sales approach to present and sell insurance at an inbound call center
• Utilize systems such as Salesforce and BrokerOffice and maintain comprehensive product mastery
• Safeguard and handle sensitive information such as PII, PCI, and PHI
- Assistant Children’s Director** (September 2019 – September 2020)
Freedomhouse OC Fullerton, CA
• Assist with the planning, organization, budgeting, management, and oversight of the weekly operations and events for each of the department’s 10 subdivisions
• Recruit, onboard, schedule, train, and provide both support and guidance to specialized volunteers working with children ranging from infancy through early adolescence multiple environments
• Develop, implement, and teach curriculum for a socioculturally diverse age range of children
- Outreach Administrator** (July 2017 – September 2020)
Freedomhouse OC Fullerton, CA
• Recruit and lead volunteer teams for all community outreach events such as the Emergency Pandemic Relief Drive which served over 17,000 families during COVID-19 and the Thanksgiving Feed the Need outreach which provided clothing, food supplies, and over 250 warm meals to local shelters and orphanages
• Collaborate Interdepartmentally to organize and plan the events’ layouts, volunteer demands and goals
- Operations Intern** (February 2019 - August 2019)
Freedomhouse OC Fullerton, CA
• Adaptively lead and cultivate collaboration within an organization of 32 teams
• Lead and train diverse teams of various age-ranges, ethnic backgrounds, and aptitude levels on organizational operations, outreach practices, public speaking, team growth, and conflict management

SKILLS, TRAININGS, & ACCOMPLISHMENTS

- Fluent with Microsoft Office, qualitative research methods, and interpersonal communication
- Experienced in training methods, public speaking, situational de-escalation, and intercultural collaboration
- Currently learning HTML and CSS and committed to learning Python, SQL, and various aspects of UX
- Graduate Student Teaching and Learning Certificate through California State University, Fullerton
- Social-Behavioral-Educational Researchers Certificate through the CITI Program
- Licensed to sell health insurance in CA, IL, MT, NM, OK, and TX