

Giovannie Hernandez

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EDUCATION

Bard College, Annandale-on-Hudson, NY

- *Associate of the Arts in Liberal Arts, 2013*
 - *Bachelors of the Arts in Literature and the Humanities, expected May 2022*
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PROFESSIONAL EXPERIENCE

General Vision Services, New York, NY

Jun. 2021 - Present

Billing Specialist

- Identify and resolve insurance claims in a timely manner.
- Post, correct and/or resubmit open or denied claims.

Emergent Works, New York, NY

Jan. 2020 - Jul. 2020

Development Manager/Founding Member

- Designed and executed an online giving program that increased charitable giving by 40%
- Custom developed, implemented, marketed, and co-facilitated virtual computer science workshops with expert software engineers for ~200 participants of all backgrounds in response to NYC quarantine
- Provided critical perspective on the needs of justice-involved persons in the development of the Workshop Series and the 1-on-1 Mentorship program based on personal lived experiences
- Increased recruitment of justice-involved youth participants from Friends of Island Academy for Columbia University's SAFE Lab's UXR Fellowship by 80% in our role as contracted consultants

Brooklyn Community Bail Fund, Brooklyn, NY

Apr. 2018 - Dec. 2019

Client Services Associate

Jan. 2019 - Dec. 2019

- Facilitated on-site services for a caseload of 100+ clients, including provision of clothing and meals, employment assistance, housing assistance, and referrals to other community-based providers
- Utilized Salesforce.com to maintain up-to-date record of client cases and create weekly customized reports for services rendered, client outreach, and case closures

Client Operations Associate

Apr. 2018 - Dec. 2018

- Created and maintained thousands of Salesforce records for client forms, court documents, etc.
- Served as primary Spanish language interpreter for all Spanish verbal and written communications

Petco Animal Supplies, New York, NY

Sep. 2017 - Aug. 2018

Guest Experience Specialist

- Managed product inventory and served hundreds of guests daily at the Union Square flagship store

J.M. Kaplan Fund, New York, NY

Oct. 2016 - Jul. 2017

Administrative Consultant

- Independently managed the individual sorting and transferal of 4,000+ digital files from legacy database to Foundant online grant management system

Bard Prison Initiative (BPI), Napanoch, NY

Jan. 2011 - Jul. 2014

College Clerk

- Organized schedules for 12+ courses and 20+ advisors, professors, and tutors each semester
 - Addressed queries and concerns as student liaison to BPI site coordinators and personnel
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SKILLS

- **Languages:** native fluency in Spanish; able to provide written and verbal translation services
- **Computing:** proficient in Microsoft Office Suite and Google G-Suite
- **Databases:** proficient in Salesforce
- **Project Management:** proficient in Asana, Eventbrite, Miro, Slack, and Zoom
- **Coding:** experience with HTML, CSS, and JavaScript