

GENESIS HERNANDEZ

• technical communicator •

EDUCATION

B.A. in Writing, Rhetoric and Technical Communication

MAY 2023

Minor in Spanish

James Madison University (Harrisonburg, VA)

- Cumulative GPA: 3.55 / Major GPA: 3.73
- Dean's List (Fall 2018-Spring 2020)

EXPERIENCE

Residential Department Administrative Assistant

JUN 2018

Bruce W. Reyle & Co. (Fairfax, VA)

- Proofread and copy edit appraisal reports prior to submission using TOTAL software
- Maintain residential report logs, as well as provide support services for clients

Patient Call Coordinator

JUN 2017

Advanced Digestive Care (Annandale, VA)

- Addressed patient inquiries and coordinated incoming calls and emails to relevant facility departments
- Systematized appointment scheduling, referrals and medical encounters in EMR
- Managed patient records archive

Student Intern

MAY 2017

Advanced Digestive Care (Annandale, VA)

- Transferred incoming calls to designated physicians and organized patient records archive

MEMBERSHIPS

Publicity Chair

MAR 2020

Latinx Student Alliance (JMU)

- Spearhead publicity and advertising for events, co-sponsorships, and social media
- Design and create graphics for online and offline layouts

Interactive Promotions Chair

AUG 2019

University Program Board (JMU)

- Coordinated and executed marketing strategies for online and in-person promotion
- Planned and facilitated promotional events and co-sponsorships

SKILLS

- Fluent in English & Spanish
- Proficient with Microsoft Office, Google Apps & Adobe Creative Suite
- Working knowledge of usability testing procedures and UX/UI design
- Exceptional customer service and leadership skills
- Excellent at copywriting and editing

ACHIEVEMENTS & CERTIFICATIONS

- | | |
|--|-------------|
| Institutional Review Board (IRB) Certification | 2019 |
| H.L. Harris Scholarship | 2019 |
| Published in <i>The Erudite</i> | 2017 |