

Ren S. Rojas

Rojas.Renn@gmail.com

(720) 487 - 7977

SKILLS & ABILITIES

• Bilingual – Spanish/English	• Child Care	• Leadership
• Applied Behavior Analysis Therapy and Intervention	• Dependable & Detail Oriented	• Efficient Team Member
• Data Analysis	• Innovative Problem Solver	• Customer Service
• Proficient in Microsoft Office Suite and Google Suite	• Facilitation: Focus Groups, Peer Groups, Teaching	• Knowledgeable with most video editing programs

EDUCATION

UNIVERSITY OF COLORADO BOULDER - Bachelor of Arts – Psychology 2020

LITTLETON HIGH SCHOOL - Diploma 2011

PROFESSIONAL EXPERIENCE

Client Care & Operations Coordinator

Remote/Boulder, CO

Queer Asterisk

Aug. 2020 – present

- Collaborated with Out Boulder in facilitation of spanish-speaking QTBIPOC group.
- Administers calls, emails, and inquiry submissions daily. Provides external referrals when needed.
- Supports Operations Director with tasks such as running background checks, HRIS and onboarding responsibilities.
- Posts fundraising database and sends out acknowledgements to donors weekly through Little Green Light.
- Shares necessary paperwork with new counseling clients or referrals and administers them when they are completed.
- Runs screening calls prior to clients accessing care and keeps track of paperwork completion.
- Conducts training for new screening personnel on the administrative tasks of their position.
- Manages communications with clients, including sending out a monthly newsletter.
- Organizes and maintains spreadsheet entries regarding new clients accessing care, as well as for those who inquire about services.

Behavior Interventionist

Denver, CO

Intercare Therapy Inc.

Apr. 2018 – Sept. 2020

- Provided one-on-one in-home intervention services to children diagnosed or affected by autism and related disorders.
- Received Registered Behavior Technician (RBT) certification.
- Mandated Reporter.
- Demonstrated fluency in antecedent modifications and understanding in consequent modifications.
- Followed Behavior Intervention Plan (BIP) as written.
- Demonstrated fluency in stating and describing BIP and functions of behavior.
- Implemented program changes as directed by Clinical Supervisor and Program Manager.
- Built rapport with client and client's family as well as established good communication.
- Organized and prepared work area.
- Implemented and provided caregiver and parent involvement.
- Documented session notes daily and maintained data summary sheets up to date.
- Documented and reported incident reports to supervisor within 24 hours of occurrence.
- Kept electronic timesheet up to date.

Volunteer Coordinator/Front Desk Assistant

Boulder, CO

University of Colorado Boulder - Women's Resource Center (WRC)

Apr. 2014 – May 2017

- Worked to reach out to underrepresented populations on campus and recruited volunteers.
- Communicated with volunteers and voiced concerns to permanent staff and student staff to keep abreast of needs, challenges, and successes.
- Facilitated, planned, arranged and scheduled volunteer meetings and volunteer training days.
- Maintained records of active/inactive volunteers, mailboxes and coordinated schedules.
- Assisted in developing volunteer projects, assigned projects and provided constructive feedback on volunteers' performance.
- Provided excellent customer service and resources to students, staff, and faculty who access the center.
- Promoted to Head Front Desk Assistant Lead charged with mentoring and guiding other Front Desk Assistants.

Human Resources Intern

Littleton, CO

Dish Network

May 2008 – Aug. 2016

- Provided world-class customer service for applicants, customers and visitors at the Human Resources front desk.
- Coordinated recruits and interview schedules, ensuring that all applicant requirements are met.
- Administered appropriate assessment testing for corresponding job title.
- Data input into Oracle and iCIMS operating systems.
- Routed walk-in applicants as well as assisted callers to successfully navigate the application and interview process.
- Supported the Human Resources team in a fast-paced professional environment with constant change.
- Assisted Payroll department, Direct Sales Human Resources, Rewards and Recognition Administrative Assistants, Training and Human Resources at the Meridian location.

Office Assistant

Denver, CO

Parents, Families, & Friends of Lesbians and Gays – Denver Chapter

Feb. 2011 – June 2011

- Contributed to and administered monthly newsletters to PFLAG Membership.
- Monitored and managed PFLAG merchandise at events.
- Ensured all incoming phone calls were professionally handled.
- Data entry to ensure accurate inventory of PFLAG merchandise.
- Designed and created media for use at PFLAG events.

LEADERSHIP AND VOLUNTEER EXPERIENCE

Mentor

Jan. 2017 – May 2017

Public Achievement – Creekside Elementary School

- Guided local 3rd, 4th & 5th grade students to design, implement a project and present it in school assembly.
- Taught civic leadership skills and how to use one's own voice to work for social change.

Social Media & Outreach Coordinator

Aug. 2016 – May 2017

To Write Love On Her Arms (TWLOHA) at University of Colorado Boulder (CU)

- Advocated and served as a spokesperson for TWLOHA's events and national campaigns.
- Educated and fundraised for mental health within CU and the Boulder community.
- Collaborated with on-campus centers and implemented meetings and events every other week.
- Developed relevant content topics, news and articles to reach a big community on Facebook.
- Created and managed events for the Facebook page and shared with CU centers, staff, TWLOHA members and CU students.

Peer Group Facilitator

Aug. 2014 – May 2017

Queer Women in Community at University of Colorado Boulder

- Organized weekly social gatherings and field trips for members.
- Attended yearly retreats with Queer Student Leader Council.

Intern

Jan. 2016 – May 2016

School Age Care – Heatherwood Elementary School

- Worked one-on-one with students to ensure their mental health and those who struggled socially and behaviorally.
- Created educational games that improved students' interest in learning and with homework.
- Completed more than 100 hours of volunteer work.

Tutor

Feb. 2015 – May 2015

I Have A Dream – Casey Middle School

- Provided academic support and guidance for students in a variety of academic areas for students in grades 5-7.
- Assisted students in acquiring easier understanding of target weak areas within a subject.

Volunteer

Nov. 2010 – Jan. 2011

Parents, Families, & Friends of Lesbians and Gays (PFLAG) – Denver Chapter

- Assisted with Safe Schools outreach and retrieved information from various organizations such as The Center (GLBT Community Center of Colorado) and students ages 15 to late 20s to improve advocacy for community members.
- Attended and organized movie showings held by outside organizations to learn about perspectives of different cultures.
- Assembled and designed advertisements for use by high school newspapers.

AWARDS

- Contribute Award at CU Involvement Awards 2016-2017
- First Generation Program Scholarship 2011-2015
- Eric Rofes Scholarship, 2012 Creating Change Conference
- PFLAG Scholarship 2011
- High Honor Roll 2007-2009
- Highest Honor Roll 2010-2011