

EDUCATION

Wake Forest University

Winston-Salem, NC

Bachelor of Science in Biology

Minors in Spanish and Chemistry

May 2025

Concentration in Spanish for Medical Professions

GPA: 3.63; Dean's List: All Semesters

Study Abroad:

Global AWAKEnings, Copenhagen, Denmark

2021-2022 school year

Ecology and Resource Management in Queensland, Australia

Summer 2023

Relevant Coursework:

Comparative Animal Physiology, Hormones and Behavior, Organic Chemistry, Medical and Scientific Spanish

Translation; Labwork: Biology 1 and 2 Lab, Organic Chemistry 1 and 2 Lab, General Chemistry 1 Lab

Phlebotomy Training Specialists

Schaumburg, IL

Certification: NHCO-Certified Phlebotomy Technician (CPT) 2023

August 2023

Certification: American Heart Association, CPR and AED certified

- Knowledgeable phlebotomist, OSHA and HIPPA compliant. Precise in venipuncture and capillary puncture; blood collection handling, storage safety; and quality assurance and controls. Competent in asepsis and infection control procedures. Confident in patient/donor care for all ages and all levels of health.

LEADERSHIP EXPERIENCE

OLAS - The Organization of Latin American Students

Winston-Salem, NC

President

January 2024 - January 2025

Social Media Chair

January 2023 – January 2024

- Develop media presence strategies; create an online forum for awareness for Latin American students on campus
- Define key metrics for the organizations success; collect and execute on student feedback to increase participation
- Design and develop all social media posts
- Recruit members and advertise events held through the semester

Alpha Phi Omega, Co-Ed Service Fraternity

Winston-Salem, NC

Secretary

Spring 2023-Fall 2024

Merchandise and Design Chair, Kappa Theta Chapter of Wake Forest

Spring 2023 – Fall 2023

- Organize and participate in dozens of campus, community, and nationwide service projects
- Recent service includes: Campus Kitchen, Food drives, Crisis Control Ministry
- Design creative merchandise to promote organization to campus

PROFESSIONAL EXPERIENCE

Optavise, CNO Financial Group

Milwaukee, WI (remote)

Scheduler, Customer Service

Summer 2021 – 2022

- Placed outbound and receive inbound calls to schedule appointments with members who require help/guidance/actions with regards to their employer-sponsored healthcare benefit program
- Documented informational notes in a custom contact management system
- Provided solutions to resolve member issues or concerns during the call
- Achieved goals for productivity, hours, and quality of calls; work with supervisor to handle escalated issues
- Provided Spanish language intervention when needed

PROFICIENCIES AND HIGHLIGHTS

Technical: Proficient in Microsoft Word, PowerPoint, Instagram

Language: Fluency in Spanish (oral and written)

Affiliations: Member of Chi Omega Sorority, fostering principles of service, academic excellence, personal integrity and responsibility.

Member, Wake Forest University Chamber Choir

Skills: Venipuncture and capillary puncture, asepsis and infection control