

# Juan Andres Contreras Mora

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## EDUCATION

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### Trinity University

Bachelor of Science in Marketing | Minor in French

May 2024

### University of Washington

Masters of Health Administration

June 2026

## EXPERIENCE

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*Trinity University, San Antonio, Texas*

### Summer Conference Assistant

**June 2021 - August 2023**

Served as the primary liaison between the groups' programs hosted during the summer on the Trinity campus. I assumed a customer service role, responsible for fielding calls from groups experiencing difficulties and tasked with identifying optimal solutions.

- Oversaw the office's opening and closing procedures, ensuring smooth and secure operations during these periods.
- Served as a representative of the university brand during client interactions, fostering positive relationships to promote prospective contractual engagements.
- Provided administrative support by assisting with schedule management, performing office tasks, and aiding in the registration process with groups of over 100 participants for on average 6 groups throughout the summer

*Kelly Services, San Antonio, Texas*

### Spanish Interpreter

**January 2024 - May 2024**

Served as a proficient Spanish interpreter, facilitating effective communication between representatives and their clients by accurately translating their dialogue into their preferred languages. Collaborated seamlessly with professionals across diverse sectors, encompassing insurance, healthcare, emergency services, and law enforcement.

- Demonstrated composure and concentration in high-pressure scenarios, cultivating a reputation for maintaining clarity and accuracy during intense situations.
- Enhanced customer service acumen through proactive engagement with representatives and clients, fostering positive interactions and satisfaction.
- Maintained professionalism and adherence to policy during 10-minute to 1-hour calls.

*Amado Holistic Care Center, Houston Texas*

### Administrative Assistant

**April 2022 - August 2024**

I volunteered in both an online and in-person setting to assist with the clinic's administration, interacting with patients to uphold the values of the care center. I played a role in maintaining schedules, communicating with patients through email or over the phone, and shadowing the doctor to gain insights into the healthcare industry.

- Followed up with patients to schedule appointments.
- Assisted with administrative office work, including copying and organizing hundreds of patient files.
- Maintained a positive attitude to alleviate patient anxiety during appointments.

*Graduate and Professional Student Senate, Seattle, Washington*

### Community Outreach and Events Director

**September 2024 -**

Provided support for the VP of external affairs of GPSS in planning, marketing, and working/executing events for the graduate and professional student population of the University. I also support the VP of Equity and Inclusion plan and execute events and workshops.

- In charge of overseeing an average of 4 events a quarter for a range of 40-100 students.
- Assisted with allocating thousand-dollar budgets for events to venues, decorations, and food.
- Aided in organizing, preparing, and carrying out new GPSS workshops with a focus on DEI.

## SKILLS

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- Proficient in Microsoft Office Suite, Google Analytics, and social media platforms
- Fluent in Spanish and Proficient in French
- Strong communication and presentation skills
- Ability to work independently and in a team environment