Jennifer Figueroa-Hogan
6401 Deihl Rd. Apt. 503,
Houston, TX 77092
Mobile: (832) 973-9282
jenfigueroa76@yahoo.com

Experience:

Aldine ISD - Hoffman Middle School - AEA Multilingual dept. Houston, TX 77092
08/2019 - Current
Associate Teacher (long-term sub)
• Teach grades 6 thru 8 at the intermediate level. The Accelerated English Academy provides curriculum based teaching to newly arrived English learners.

Harris County Public Health- TB dept. Houston, TX 03/2019 - 09/2019
Case Registry Assistant
• Work alongside Nurse Case Managers in the Harris county Pubic Health TB department.
• Fulfill general office duties such as answering phones, sending/receiving fax, processing mail.
• Intake/complete registration of new or transferred patients into Epic and Insight (both patient record systems, scan files and external documents into a document scanning system called Docuware, follow quality assurance process thereafter.
• Epic Ambulatory and pediatrics training completed.
• Run nurse case review docs using Epic data reports and Crystal reports.
• Clinic: Set appointments and coordinate front desk duties on scheduled clinic days. Duties include: Answering phones, receiving patients, signing them in, accepting copayments, taking vitals, setting appointments, sending out appointment reminders, communicating w/ Spanish speaking patients and translating when needed. *(Short employment due to transition over to p/t during my last semester of college)

Lyft, Inc. Houston, TX 5/2017 – March 2019
Community Associate-Bilingual (Spanish)
• Guide drivers through the onboarding process in person, at an event, phone, text support, and email.
• Support applicants and drivers with knowledge of both Houston and New Orleans as well as the Lyft driver platform, providing a resolve for any issues/challenges that they may have. This includes updating accounts and uploading documents by way of a cloud-based software designed to simplify and streamline operations that works real-time.
• Perform pre and post applicant outreach to get drivers approved and on the road.
• Analyzing local market data in order to efficiently run local driver events.
• Creating driver communications via the following web resources: Splashthat, Google Sites, Mailmonkey, and Weebly.
• Assist in scouting, communicating, project planning, and set up of new Lyft hub lite locations inside other retail spaces.

• Networking with local businesses to establish partnerships as a marketing effort.
• Set up of booths at local partnered retail locations to promote an increase in ridership.

Uber Technologies, Inc. Houston, TX 01/2016 - 05/2017
Expert (Bilingual Spanish-English)
• Provide assistance to partners, in detail this assistance includes, sign in instructions, walking them through the sign on process via mobile app on their cellular device, consenting to a background check, answering questions regarding City of Houston transportation regulation TNC.
• Travel to other Sprint store pop up locations throughout the city of Houston meeting with applicants and partners regarding their sign on process and or answer any questions regarding an active partner acct. • Communicated regularly with partners to follow up on account maintenance.
• Bilingual (Spanish-English) assistance is provided as well as translation of all info handouts we provide applicants and partners.

Skills:

• Over 20 years of experience as a Spanish translator via digital comms (mailmonkey email and SMS), person to person settings as well as over the phone.
• General office experience (Multi-line phones, copy, fax, scheduling/managing calendars, setting up meetings via outlook and Google calendar).
• Microsoft Office (Outlook, Word, Excel, Power Point); Google (Drive, Docs, Sheets, Site, and Forms).
• Call center experience that included knowledge of various products and services, fielding dozens of phone calls daily, attention to detail, organization, and clear and effective communication.

Education:

• Houston Community College, Houston, TX.
Associate of Arts
Degree completed SPRING 2017

• University of Houston Downtown, Houston, TX Bachelors in Interdisciplinary Studies
Minor in Spanish
Degree completed FALL 2019