Jennifer Figueroa-Hogan
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Experience:

Aldine ISD - Hoffman Middle School - English Language Arts dept. Houston, TX 77091
01/2021 - Current TCH- Transferred to 8th grade English Language Arts (ESL)
Aldine ISD - Hoffman Middle School - AEA Multilingual dept. Houston, TX 77091
08/2020 - 01/2021 TCH- Transferred to 8th grade English Language Arts (ESL)
Aldine ISD - Hoffman Middle School - AEA Multilingual dept. Houston, TX 77091
08/2019 - 05/2020 Associate Teacher (long-term sub)

- Taught grades 6 thru 8 at the intermediate level. The Accelerated English Academy provides curriculum based teaching to newly arrived English learners.
- Taught ELA/ESL 8th grade students (both LAH & LOC) using Wit & Wisdom curriculum, assisted with TELPAS, Renaissance, and STAAR testing. Participated in daily lesson planning, and organizing socratic seminars. Worked together with district literacy coaches on preparing ESL students for success. Additional POP's: Reg. ed., Sped/504, Beg/Int, Adv/Adv high.

Harris County Public Health- TB dept. Houston, TX 03/2019 - 09/2019
Case Registry Assistant

- Work alongside Nurse Case Managers in the Harris county Public 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.
- 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)

- 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 to work in real-time.
- 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.

Skills:

- Google Classroom (google apps incl. Bitmoji)
- Clever (Have assisted both students & parents w/ troubleshooting and navigating through Clever during the pandemic and 2020-2021 school year).
- Schoology, Edgenuity, Eduphoria, Flip Grid, Nearpod, EBSCO, Great Minds, MyOn, Freckle, & Imagine Learning.
- 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).
- Contact 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.

Professional Development:

CPE	40.5 hrs
Invest	18.5 hrs
EL	3 hrs

Education:

Houston Community College
Associate of Arts
Degree completed SPRING 2017

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