**MAYRA VILLALOBOS**

3624 E 6th Ave, Spokane, WA 99202 | C: 5094294477

E: [villalobosmayra86@gmail.com](mailto:villalobosmayra86@gmail.com), [villalobos@gonzaga.edu](mailto:villalobos@gonzaga.edu)

A meticulous, self-oriented, organized, and self-motivated individual, who undertakes complex assignments and delivers superior performance. Applies advanced interpersonal, professional, cultural and educational skills in a diverse environment.

**Core competencies include**

* Fluent in Spanish
* Master’s degree
* Experience in conducting research, report analysis, problem solving, and information management
* Teaching and academic administration
* Budget/finance experience
* Excellent public speaking and intercultural communication skills

**Professional Experience**

**Sr. Program Assistant**

Gonzaga University: Spokane, WA – January 11, 2016 — present

* Provides general clerical support which will include taking phone messages, copying needs, drafting letters, memos, manuscripts, evaluations, schedules, reports and other documents involving confidential material
* Coordinates the organization of field placement documents
* Manages day-to-day operations of the field office which will involve interactions with faculty, teacher candidates, and local school district personnel
* Provide teacher candidates, program participants and/or public with information regarding the policies and procedures of the Field Experience Office
* Creates and maintains filing system for field experience
* Maintains and keeps current Field Experience database for use by the director, faculty, or local school personnel
* Makes arrangements for meetings; schedules facilities, equipment, travel, food, speakers, etc.
* Maintain currency of teacher candidates for fingerprint clearance and pre-residency using OSPI data software.
* Maintain currency of information on the Field Experience web sites
* Manages budget flow for Field Experience Department using Banner and excel spreadsheet
* Prepares payments for approval and maintains financial report
* Maintain inventory of office supplies and equipment
* Prepares reports as requested which could include gathering statistics, data and other information
* Works on special projects as needed for the Field Experience Office
* Assist the Field Director in coordinating field placements with district office
* Supervise work study
* Collects, disseminates and inputs field experience data
* In director’s absence, serves as point person and reports to the chair

**Patient Access/Registrar**

Providence Sacred Heart Hospital: Spokane, WA – September 22, 2014 – January 9, 2016

* Secured appropriate patient record and account reimbursement by obtaining complex demographic, insurance, and medical information.
* Interviewed patients to accurately obtain all preliminary sensitive information required for admission, using Providence's Epic computer software. I am trained using Epic and conducting various inpatient and outpatient registration including insurance research/records. Held discussions on financial responsibility, which included receiving and collecting co-payments.
* Performed insurance verification, authorization and notification through the hospital's One Health Port software.
* Explained various admission forms and policies, including HIPPA regulations, Patient Rights, Consent for Treatment, Advanced Directives, and Medicare forms for Medicare patients.

**History Graduate Teacher's Assistant/GSA**

Eastern Washington University: Cheney, WA - Sep. 2012 to June 14, 2014

* Worked one-on-one with students, especially minorities and international students, on academic advising, academic papers, studying techniques, and test taking skills
* Utilized university EWU’s Library Learning Commons and Writer’s Center for professional use as well as academic support to facilitate student success inside and outside of the classroom
* Assisted in teaching Latin American history
* Administered time schedules, office hours, exams and quizzes in a timely manner
* Proctored exams during instructor absences
* Coordinated and organized class discussions and scholarly/creative activities
* Researched and developed ways for efficient learning and effective teaching

**Student Mentor/Office Aide**

Eastern Washington University/Academic Success Center: Cheney, WA - Sep. 2010 to June 2012

* Mentored first generation, international students, and low-income students who struggled to adapt to the university environment
* Tutored students for 100-200 level history and English classes
* Integrated graphics and student data information into academic documents
* Developed new ways change ways to methods for better learning and effective teaching
* Wrote blogs, created flyers, papers, and advertised for special events and programs for the Academic Success Center and TRiO
* Created spreadsheets for data information using Excel and Word

**Education and Training**

Master of Arts, History, 2014  
Eastern Washington University - Cheney, WA

* **Thesis:** “A Revolution Within A Revolution: The Quest for Women’s Liberation in Post Revolutionary Cuba”
* Participant in Eastern Washington University’s first delegation trip to Cuba: December 2012

Bachelor of Arts, History 2012

Eastern Washington University - Cheney, W A

* Minor in English
* Minor in Spanish

**Professional Organizations** –

* Member of Phi Alpha Theta EWU Club, National History Honor Society. 2012-present
* Gonzaga University Faculty and Staff Social Justice Committee. 2016-present
* Gonzaga University IMPACT (Intercultural and Multicultural Professionals Affecting Change Together). 2016- present

**Awards** - Vivian Winston Scholarship, 2011-2012

**Community Involvement**

Bigfoot Student Ambassador September 2008-May2009

Spokane Community College - Spokane, WA

* Volunteered as team player, mentor, leader, and/or as an agent of change for SCC students and Washington’s high school/middle school interests
* Served prospective students, parents, and Spokane Community College
* Shared knowledge and enthusiasm while reflecting a positive image of SCC to the Spokane community
* Worked with faculty and staff to welcome campus visitors, provide them with accurate information, and established relationships that supported our campus visitation programs through tours and special events

CASA (Court Appointed Special Advocate) June 2009 to 2012

Children's advocate at the Spokane County Juvenile Court for dependency cases - Spokane, WA

* Worked with families with different cultural backgrounds.
* Developed strong and professional relationships with the child/children assigned, social worker, attorneys, medical professionals, and family members.
* Conducted thorough investigations on each case.
* Gathered information to inform judges and court officials of what is in the child's best interest.

Internship for Senator Patty Murray August 2012-July 31, 2013

Assistant to the Constituent Worker/Coordinator - Spokane, WA Office

* Became familiar with SEVIS student immigration regulations and assisted in immigration VISA constituent claims
* Processed and sorted constituent claims
* Organized and coordinated press conference and community conferences
* Spanish interpreter for VAWA (Violence Against Women Act) press conference
* Assisted constituents verbally and via email regarding claims and legislative issues including immigration issues

**Publications/Community Involvement**

Cast for Spokane’s 2016 Listen To Your Mother (LYTM) 2016

* Cast member who read my own personal essay/story on Mother’s Day, March 8, 2016 in front of Spokane community at the Bing Crosby Theater.
* The cast went live, and can be accessed via YouTube <https://youtu.be/N-6HxVC6Dl8>.
* A short biography is featured on LTYM Spokane website <http://listentoyourmothershow.com/spokane/about/bios/>.
* Also featured in local magazine

Villalobos, Mayra. “LTYM, Their Struggle, Our Voice.” *Spokane Coeur d’Alene Living*, September 2016. Accessed September 30, 2016. Pages 154-155. <https://issuu.com/ksomday/docs/scl130web>