

AARON ARTEAGA

1204 S. CESAR CHAVEZ DRIVE ♦ MILWAUKEE, WI 53215 ♦ (414) 460-6873 ♦ AARTEAGAETHICS@GMAIL.COM

PROFILE

Highly motivated bilingual human rights advocate ready for the challenges of a career that seeks equality for all. Capacity to quickly master new skills and concepts, flexible and versatile with a demonstrated track record of building rapid rapport and collaborative relationships with diverse groups with an emphasis in Latinx community engagement.

SKILLS SUMMARY

- Fluent in English and Spanish
- General Office Skills
- Customer Service
- Program Development
- Project Management
- Food and beverage production and sales knowledge
- Community Engagement
- Program Facilitation
- Social justice training development & facilitation
- Marketing and Social Media Management
- Strong Oral and Interpersonal Communication

PROFESSIONAL EXPERIENCE

MODA3

Milwaukee, WI

2013- Present

VISUAL MERCHANDISER

LIFESTYLE SHOP INTERN

- Performing opening and closing procedures effectively according to store policies and procedures.
- Train, coach, and develop new employees.
- Enhancing the aesthetic appeal of window displays, walkways, counters, and in-store displays.
- Defining, designing and implementing a creative visual merchandising strategy.
- Increase sales on floor by offering expert guest service to assist people in bettering their quality of life.
- Liaise with suppliers and source elements.
- Research lifestyle, demographics and design trends.
- Serve as cashier when needed.
- Maintain the store and stockroom area clean and organized.

THE SHINDIG / THE JUICE KITCHEN

Milwaukee, WI

2018- 2020

ASSISTANT MANAGER

JUICE CREW MEMBER

- Performing opening procedures effectively according to store policies and procedures.
- Welcome customers, inform them about specials or new items, answer questions, and accept orders and payments.
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers while creating the ultimate customer experience.
- Manage sustainability systems such as inventory control, supplier relationship management, orders and staff supervision.
- Train, coach, and develop new employees.

DISABILITY RIGHTS WISCONSIN

Milwaukee, WI

2016- 2020

BILINGUAL COMMUNICATION SPECIALIST/CLERICAL ASSISTANT II

- Answered and screened telephone calls, including the use of Language Line, and handle walk-in traffic.
- Gathered information from callers who need to speak to intake and enter an electronic call log.
 - Recorded all direct referrals provided to callers in call log.
- Performed routine copying, collating, document formatting, word processing, etc.
- Assisted with and coordinated mass mailings, invitations, surveys, etc.
- Assisted in the maintenance of databases and spreadsheets
- Performed data entry (including entry of client and case information), compiled data, and produced reports.
- Performed routine filing, created and organized new files, and assisted with the maintenance of the office filing system.
- Performed backup intake duties when call volume were high.

NAMI GREATER MILWAUKEE

Milwaukee, WI

September 2014-2016

OUTREACH COORDINATOR

PUBLIC ALLIES CORPS FELLOW

- Supported the expansion of family to family program and family support groups in Milwaukee's African- American and Latinx communities.

- Recruited new long-term volunteers for family support group facilitators and family to family instructors.
 - Collaborate with new facilitators, instructors, and community groups support programs.
- Lead pilot program implementation in new communities with strong African American and Latinx constituencies.
- Logged and directed incoming calls and inquiries for information.

WALKER'S POINT COMMUNITY CLINIC

Milwaukee, WI

August 2013-July 2014

**CERTIFIED APPLICATION COUNSELOR—Public Allies Corps
MEMBER ENROLLMENT FACILITATOR—Public Allies Corps**

- Helped clients complete electronic and paper applications to establish eligibility for the federal exchange and public assistance programs.
- Provided information about the full range of QPH options, Medicaid and CHIP; complied with privacy and security standards.
- Conducted small-group and individualized sessions on various health topics in bilingual formats.
- Participated in marketing plan construction and manage outreach initiatives for Public Allies projects and ACA enrollment clients.
- Helped to design promotional flyers and items for various outreach events.

COLUMBIA ST. MARY'S

Milwaukee, WI

2008- 2013

MEDICAL/CLINICAL LAB ASSISTANT

- Prepared complex reports and lists for lab specimens, ensuring full compliance with agency and OSHA requirements, CLIA procedures, and tight deadlines
 - Rapidly learned and mastered varied computer programs and databases; Microsoft Office Suite proficient
 - Oversaw medical lab front-office operations and provide impeccable customer service:
 - Received superb customer service ratings; dependable in completing opening and closing procedures; ability to multitask technical aspects of laboratory, shipping and receiving

UNITED COMMUNITY CENTER

Milwaukee, WI

2006- 2008

FITNESS COACH

- Conducted group and individualized classes and workshops on various topics in bilingual formats
 - Developed personal exercise and diet plans
- Helped clients overcome common barriers related to personal motivation and health concerns for achievement of goals.

CERTIFICATIONS

- Mental Health focused certifications:
 - Certified Peer Specialist
 - Certified QPR Suicide Prevention Gatekeeper Instructor
 - In Our Voice: Living with mental illness instructor
 - Mental Health First Aid USA
 - Webinar-Addressing Trauma and Community Strife Through Collaboration, Historical and Gender Issues in the Community
 - MC3 Change Agent Meeting /Latino Culture Overview
 - Men and Depression: Real Men, Real Stories
- State and federal training and examinations for the Certified Application Counselor (ACA) Certification
 - Registered with the Office of the Commissioner of Insurance (OCI)
 - 16-hour pre-licensing training; passed the written examination

EDUCATION

COLECTIVO COFFEE ROASTERS BARISTA TRAINING

Founding Shindig Barista 2019

AMERICORPS LEADERSHIP APPRENTICESHIP PROGRAM- MILWAUKEE, WI

Public Allies Fellow, 2014-2015

Public Allies, 2013-2014

MILWAUKEE AREA TECHNICAL COLLEGE – MILWAUKEE, WI

Liberal Arts 2018-present

COMMUNITY AND PROFESSIONAL AFFILIATIONS

Ayuda Mutua Mutual Covid 19 Aid Response; Walker's Point Center for the Arts Volunteer Gallery Assistant; Mental Health Task Force, Member at Large; Voces de los Artistas, Member.

REFERENCES AVAILABLE UPON REQUEST