

Esperanza Torrevillas

* Leyte, Philippines * 09617858136 * etorrevillas@protonmail.com *

Skills

- Strategic choice of wording, ability to take fact-based materials and make it catchy and interesting.
 - Proven ability to work successfully both individually and as part of a diverse team
 - Adept at operating in high pressure, high volume, deadline-oriented environments
 - Proficient in Microsoft Word, Excel, PowerPoint, iCal, and Outlook; can work in both Mac and PC settings
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Auburn University, Auburn, AL Bachelor of Arts, Political Science Minor, International Relations

- Graduated. Legislative Internship Program involvement, Lobby Board Representative & Student Government Member
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Experience

Swing Education

2017 - Present

San Francisco and San Diego, CA

Substitute Teacher (K-12)

- Follows and develops private school lesson plans and adjusts plans as needed to present materials in a coherent style.
- Recognizes and addresses behavioral issues with students and administrators.
- Supervises and enforces safety standards.
- Provides excellent customer service to patrons by answering questions and concerns.
- Monitors and maintains facilities to ensure the highest standards.

Department of Homeland Security

2016 - 2017

South San Francisco, CA

Transportation Security Officer / Security Screener

- Performs pre-boarding security screening of passengers.
- Inspects passenger documents for validity and access control.
- Operates security equipment such as passenger and baggage x-ray technology, explosive trace detection, passenger screening wands, magnetometer/walk-through metal detector and two-way radios.
- Discovers and prevents emerging transportation security threats utilizing state of the art technology.

Medivation

2015 - 2016

San Francisco, CA

Legal Consultant (Contract)

- Transforms contracts from paper based to being initiated and managed in a new data system.
- Reviews contracts for budget approval, execution, storage and reporting.
- Negotiates contract status with liaisons in various departments.

Lipton & Piper, LLP

San Francisco, CA

2015

Legal Assistant (Contract)

- Supports four attorneys, obtained information for cases such as records and reports.
- Answers multi-line phone and directed all callers to the appropriate extensions.
- Arranges domestic travel plans, provides arrangements for conferences and lunches.
- Orders and maintained office supplies.

- Creates and updates Excel databases for multiple internal projects.
- Reviews delinquent accounts and maintains client database.

United States Department of Justice, EOIR,
San Francisco, CA
Legal Assistant (Contract)

2014 – 2015

- Sends notices to appear, processed motions, and prepares for formal court proceedings with a Federal Immigration Court Judge.
- Updates files and online records on the DOJ Data System.

Helps Pain Medical Network
San Mateo, CA

2013 – 2014

Collections Specialist

- Collaborates with senior collectors to initiate debt write offs.
- Performs research on all accounts and documents all explanations of benefits.
- Analyzes account discrepancies and resolved issues.
- Reviews delinquent accounts and contacted insurance agencies by phone, email or written correspondence.
- Maintains the collection database.

Other Experience

Georgia General Assembly
Atlanta, GA (Seasonal)
Senate Intern

Spring 2012

- Worked with legislative committees, prepares political hearings, provides constituent services, and serves as a point of contact for Senator Ed Harbison and Senator George Hooks office.

US Army, 1st Infantry Division, 601st Aviation Support Battalion
Administrative Specialist

2003 - 2009

- Maintains and updates training records and personal data for more than 350 Soldiers. Updated Soldier data through eMILPO (Electronic Military Personnel Office).
- Received an Army Achievement Medal for managing all of Soldiers' official forms and orders in an organized and expeditious manner with the absence of my supervisor during a mandatory unit move from Germany to Fort Riley.
- Coordinates onboarding new staff.

AWARDS

Facebook Digital Marketing Certification (2021), Transportation Security Officer Certification, Department of Homeland Security (2016), National Defense Service Medal, Army Achievement Medal, Global War on Terrorism Service Medal, Army Service Ribbon, Army Overseas Service Ribbon, Good Conduct Medal, German Schutzenschnur Badge for Military Weapons Proficiency, Army Honorable Discharge.