

ANGELIQUE PADRES

PARALEGAL STUDIES GRADUATE | DIGITAL MEDIA & COMMUNICATIONS
PROFESSIONAL

✉ contact@angelpadres.com

Tech-savvy Journalism and Media Communications professional with a strong focus on accuracy, technical precision, and verbatim record-keeping.

Brings a rigorous legal foundation to digital reporting, with a focus on maintaining the highest standards of document integrity.

Adept at leveraging digital technology and automated tools to capture and manage complex information in fast-paced environments.

Proactive agent and problem-solver with a proven track record of optimizing technical workflows and implementing new systems with minimal direction.

KEY SKILLS

- Verbatim Reporting
- Legal Terminology
- Notary Training
- Process Optimization
- Technical Proficiency
- Software Deployment
- Critical Thinking
- Precision & Accuracy
- Multitasking

PROFESSIONAL EXPERIENCE

VSP Vision, Rancho Cordova, CA

5/2022 - 12/2025

Workforce Management Attendance Coordinator

Managed attendance tracking and coordination for the workforce management department, acting as a Subject Matter Expert (SME) to streamline operations and ensure data accuracy.

- **Automated manual processes** using bot-assisted tools (RPA), significantly increasing team efficiency and reducing administrative hours.
- **Engineered a centralized SharePoint platform** to provide immediate access to real-time operational data.
- **Twice recognized by peers** for outstanding contributions and “Star employee status within the Workforce Management department.

5/2020 - 5/2022

Ecommerce, Enrollment and Omni Representative

Served as a technical Subject Matter Expert (SME) for Eyeconic (ecommerce) processes, ensuring operational readiness and high-quality customer engagement through multiple digital channels.

- **Led User Acceptance Testing (UAT)** and process documentation for the Rx Validation Project.
- **Established and developed training** with Eyeconic Operations for complex workflow procedures.
- **Optimized information architecture** by creating new dashboards in the Knowledge database to organize procedures and templates which significantly improved accuracy and efficiency.

- **Recognized for excellence** as the “Awesome CSR” (May 2021/Feb 2022) and “Employee of the Quarter” (Q2 2021) based on peer votes and performance reviews.

10/2015 - 5/2020

Universal Support Center & Customer Care Representative

Promoted to the Universal Support Center in August 2017 based on high performance in resolving complex member inquiries and providing consistent quality support.

- **Resolved complex claims and billing** inquiries, using Salesforce to identify and document trends and reach first-call resolutions.
- **Achieved “World Class” certification** (2016, 2017) for superior service delivery.

EARLIER CAREER EXPERIENCE

Insurance Auto Auctions, Rancho Cordova, CA

10/2013 - 10/2015

Customer Service Representative

- **Analyzed area sales and industry trends** to identify and correct issues for better affiliate retention.
- **Exclusively managed high-priority client** for donation due to handling complexity.
- **Partnered with leadership** to create a new department streamlining and improving retention.

Law Offices of Nelson & Schwab, Sacramento, CA

11/2009 - 11/2010

Legal Assistant

- **Processed court cases** and utilized the federal electronic filing system to submit legal documents.
- **Drafted legal documents** and managed strict timelines and calendar reminders for the attorneys.
- **Negotiated reaffirmation terms** with creditors and handled client communications.

EDUCATION

COLORADO STATE UNIVERSITY, Fort Collins, CO
B.A. Journalism & Media Communications *5/2026
 Minors: Tech, Sociology

MTI COLLEGE, Sacramento, CA
A.A. Paralegal Studies
 ABA Accredited | Notary Public Training

VOLUNTEERISM

VSP Mobile Response Team - Eyes of Hope
 Provided free eye exams and glasses to underserved communities.

- **Portland, OR** | 9/11/2016 - 9/16/2016
- **Sacramento, CA** | 8/8/2017 - 8/12/2017
- **Navajo Nation, NM** | 8/8/2018 - 8/12/2018

ADDITIONAL WORK HISTORY

Lens Crafters, Sacramento, CA | Eyewear Consultant

5/2013 - 5/2014

RGIS, Sacramento, CA | Inventory Specialist

12/2012 - 10/2013

American Home Craft, Rancho Cordova, CA | Telemarketing

8/2008 - 11/2008

Mandiant, Alexandria, VA | Administrative Assistant

10/2007 - 12/2007