



Norma Alvarez

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INSTRUCTIONAL LEADER – COMMUNICATION & TECHNOLOGY EXPERTISE

- ⦿ Highly motivated professional with a strong interest in business analysis and office management, driven by a passion for optimizing operations and improving business outcomes. Proven ability to collaborate with teams to analyze and solve complex business challenges in fast-paced environments
- ⦿ Analytical powerhouse and future-focused cloud computing enthusiast, currently pursuing a bachelor's degree in cloud computing. Possesses a keen eye for detail and a product-oriented mindset, adept at spearheading cross-functional teams in conceptualizing and executing cutting-edge data analytic solutions tailored to business imperatives.
- ⦿ Armed with a versatile skill set and a commitment to continuous learning, I am dedicated to refining my abilities in business analysis, office management, and related disciplines. Enthusiastically leveraging data and emerging technologies to inform decision-making and support organizational success.

CORE COMPETENCIES & EMERGING SKILLS

- Excel • SQL • Python • AWS Cloud
- Data Management • Microsoft Office Suite
- Detail-Oriented Review • Client Requirement Analysis • Remote Operations Management • Data Integrity Assurance • Process Optimization • Independent Contracting

EDUCATION

- BACHELOR OF SCIENCE IN CLOUD COMPUTING** – *Western Governors University* Online
 - Expected September 2025
- AWS CLOUD INSTITUTE – CLOUD DEVELOPER** Online
 - Expected April 2025.
- MASTER OF BUSINESS ADMINISTRATION** – *California State University* Carson, CA
- BACHELOR OF ARTS IN DIGITAL MEDIA ARTS** – *California State University* Carson, CA

RELEVANT EXPERIENCE

QUALITY ASSURANCE SPECIALIST – *Preferred Reports, LLC* 2023 - Present; Lafayette, LA

A meticulous quality assurance professional with a comprehensive background in field report review and analysis, operating under a remote, contract-based framework. Driven by a commitment to deliver exceptional accuracy and client satisfaction in a dynamic, data-centric environment.

Independently manages the review of complex field reports, applying critical analysis to ensure all client requirements are met. Demonstrated proficiency in maintaining high standards of quality control, with a focus on meticulous detail and process optimization.

As an agile and responsive QA Specialist, I adeptly handle multiple reports daily, ensuring rapid turnaround times and consistency in report approval rates. Utilizes a systematic approach to review and verification, ensuring every report is rigorously evaluated and processed with precision.

Select Accomplishments:

- Achieved a consistent error reduction rate, enhancing report accuracy by 40% through rigorous review processes.
- Successfully met 100% of client deadlines over the past year, ensuring swift and accurate report turnarounds that exceed client expectations.

6TH GRADE TEACHER –

Robert Frost Middle School, Los Angeles Unified School District (L.A.U.S.D) 2021 - Present; Granada Hills, CA
Establish a positive and engaging learning environment for 34 gifted students per class, including creating lesson plans, assessing student progress, and integrating technology to enhance learning experience. Provide individualized support and guidance to students, while communicating with parents and teachers.

Select Accomplishments:

- Improved average student above standards scoring from 25% to 75% in six months by providing hands-on instruction and support to students.
- Increased civic engagement by 40% over seven months by encouraging student participation in volunteering for community service projects.

4TH GRADE TEACHER – *Lorne Street Math and Science Magnet, L.A.U.S.D* 2017 - 2021; Northridge, CA

Developed lesson plans and classroom activities for 35 students aligned with California state standards to increase student understanding. Integrated technology into curriculum and classroom environment. Taught general education and special needs students within inclusive classroom. Assessed students and restructured classroom instruction to support student needs. Contributed to professional development activities and collaborated with teachers, principals, and instructional coaches.

Select Accomplishments:

- Improved students' multiplication test scores by 60% in two weeks by restructuring instruction and providing additional opportunities to practice.
- Increased 80% of student reading comprehension scores by one grade level in six months but leading small group instruction and research based instructional strategies.
- Led 90% of students to exceed state standard testing in two years by implementing new curriculum and professional development opportunities for teachers.

SUBSTITUTE TEACHER – *L.A.U.S.D.*

2017; North Hills, CA

Followed lesson plans of absent teachers for 33 students per class in pre-k through 5th grade. Implemented activities and techniques to improve quality student performance and maintain current classroom structure. Managed classroom and activities for 30 students, including student behavior, attendance, lesson plans, and class event reports.

Select Accomplishments:

- Improved student assessment performance by 25% in one week by incorporating visual aids and practice problems that increased student comprehension.
- Increased student engagement by 20% in one week by implementing new interactive learning activity.

SPECIAL EDUCATION SUB TRAINEE – *L.A.U.S.D.*

2016; North Hills, CA

Provided instructional assistance for special education students. Supported teachers in managing classroom by assisting students in completing math exercises, practicing reading, and providing student progress feedback to teachers.

Select Accomplishments:

- Hand-selected by faculty and teachers to serve as substitute teacher by demonstrating exceptional behavioral management, troubleshooting, and leading positive classroom environment.
- Improved 20% of students reading comprehension scores in one week by continuously creating lesson plans focused on student growth.

COMMISSIONS SPECIALIST – *Health Net*

2015; Woodland Hills, CA

Reviewed and monitored 300 commission reports for accurate broker payments worth over \$100K. Processed adjustments to correct discrepancies. Collaborated with IT to provide timely monthly reporting and payment of commissions. Performed monthly cash reconciliations to general ledger and calculated monthly commission payments. Maintained master broker system to ensure correct 1099 information reporting.

Select Accomplishments:

- Reduced discrepancies from 30% to 2% by monitoring commission reports, saving \$50K in two months.
- Improved payment processing time from two weeks to two days over three months by collaborating with IT to streamline monthly reporting.

PREVIOUS POSITIONS as **MEDICAL CLAIMS COORDINATOR** at *Primary Critical Care Medical Group* and **BUSINESS CONTROL SPECIALIST/CLAIMS RESEARCHER II** at *Bank of America*.