

# CHRISTINA CONTRERAS

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## Objective

Passionate public health professional with supervisory experience in language access and interpreter services. Seeking to contribute my skills in outreach, membership engagement, and bilingual communication to advance NCIHC's mission of promoting equitable, culturally responsive care for diverse communities.

## Abilities

- 18 years of customer service.
- Excellent written and verbal communication skills, with an eye for detail
- Proficient in the Microsoft Word, Excel, Outlook
- Great communication skills
- Self-starter with a can-do attitude
- Bilingual fluency in Spanish for 14 years
- Schedules and maintains calendar of appointments, meetings and travel itineraries
- Establishes and maintains work unit files and databases.
- Performs data entry; gathers, assembles and formats data to create simple reports.
- Maintains inventory and orders/purchases office supplies; arranges for equipment maintenance; processes work orders for facilities repairs/needs.
- Software:
  - CureMD
  - Medisoft
  - Byte
  - NCIR
  - TLO
  - NCTracks
  - CVMS

## Employment History

### **2017- 2020 Union County Division Public Health**

#### **Brittany Smith (704)296-4819**

##### **Patient Relations Representative**

Under general supervision, in this position I provided clerical support services for client scheduling and fee collections for the Union County Health division. I had to be knowledgeable of both the charges and eligibility criteria for all the Health Department programs and clinics. Duties included greeting visitors, scheduling patient flow, and assessing patient needs. Also included regular monitoring of all fee assessments, fee collections and payment plans done in the Health Department. This position required constant contact with the public and considerable tact and judgment. The environment was constantly changing based upon clinic flow and influx of patient caseload. I had to be very flexible in job duties. I reported to the Accounting Technician IV or the Information Systems Liaison.

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## **2020 - 2024 Union County Division Public Health**

### **Windee Sanderson (704)296-4862**

Senior Administrative Support Specialist

My position is under general supervision, provides administrative support to the Health Director, Nursing Director, Nursing Supervisors, along with other clinic leads. My role required advanced understanding of processes, data, and/or operations of the department; analyzes information to create or maintain associated documents, databases, complex spreadsheets. Organize meetings and/or special events; updates and provides alternatives to supervisor regarding critical issues/events. Along with providing responses to requests for information, guidance, and training to other clerical administrative staff regarding the CVMS "COVID-19 Vaccine database".

## **2024 - Currently Employed Union County Division Public Health**

### **Windee Sanderson (704)296-4862**

Human Services Supervisor -

Provide leadership and oversight for interpreters and clinical assistants across multiple clinics, ensuring compliance with language access standards and accreditation requirements. Skilled in bilingual communication, interpreter training, scheduling, and quality assurance. Experienced in developing professional training materials, coordinating outreach initiatives, and fostering collaborative, equitable, and efficient public health services.

## **Education**

2004 - Anson High School

2018 – Excel Intermediate

2011 - SPCC – GED Program

## **Training / Certifications**

2024 – FEMA 400 - Advanced Incident Command System for Complex Incidents

2024 – FEMA 300 - Intermediate ICS for Expanding Incidents

2024 - Management and Supervision for Public Health Professionals

2024 – Leadership Development

2023 – True Colors Valuing Differences – Creating Unity

2023 - Medicare/Medicaid Fraud training

2023 - Hazard Communication: The New GHS Standards

2023 - Respiratory Protection Plan Training

2022 – FEMA 200 - Basic Incident Command System for Initial Response

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2022 – FEMA 800 - National Response Framework, An Introduction  
2021 - Notary Public  
2021 - Advancing Health Equity Through Power Building and Narrative Change  
2019 - Bridges Out of Poverty Training  
2019 - CPR Training  
2018 - Mental Health First Aid  
2018 - CMAA - Certified Medical Administrative Assistant  
2018 - Resilience Training  
2018 - Excel Intermediate  
2018 - DiSCTrain  
2018 - Health Literacy Cultural Diversity  
2018 - HIPAA Training  
2018 - Osha Training  
2017- FEMA 700 - National Incident Management System (NIMS) an Introduction  
2017- FEMA 100 - Introduction to Incident Command System ICS 100  
2017- Assisting Person with Disabilities during an Emergency