Luis Herrera

Community Health Worker

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SUMMARY

Bilingual Spanish-English public health graduate with 2 years of volunteer outreach at a Fresno free clinic, connecting 300+ families to community resources. Uses motivational interviewing during health screenings, protects confidentiality under HIPAA and keeps intake records in Microsoft Excel. Ready to bring that outreach work to a Community Health Worker role.

EXPERIENCE

Health Outreach Volunteer

08/2024 - Present

Westside Community Free Clinic — Fresno, CA

Volunteer outreach and intake at a free clinic serving 2,500 uninsured patients a year.

- Connect **300+** families to community resources for food, housing and Medi-Cal enrollment, tracking each referral to closure.
- Conduct blood pressure and glucose health screenings at 12 health fairs a year, setting follow-up goals with motivational interviewing.
- Maintain confidentiality of client records under HIPAA, entering intake data with 99% accuracy.
- Translated health education handouts into Spanish for 4 clinic programs.

Pharmacy Customer Service Associate

06/2022 - 07/2024

Shaw Avenue Pharmacy — Fresno, CA

Part-time role at an independent neighborhood pharmacy while in school.

- Handled 80+ customer service calls and counter questions a shift in English and Spanish.
- Resolved insurance and refill issues for 25 patients a week by calling prescribers and plans.
- Organized the prescription pickup bins, cutting average wait times from 9 to 5 minutes.
- Updated patient contact details in the pharmacy system with close attention to detail.

SKILLS

- **Community Resources**
- **Motivational Interviewing**
- **HIPAA**
- **Confidentiality**
- **Health Screenings**
- **Health Education**
- **Microsoft Excel**
- **Customer Service**
- **Bilingual Spanish**
- **Attention to Detail**

EDUCATION

Bachelor of Science

California State University, Fresno

Public Health

Fresno, CA

05/2026

CERTIFICATES

Mental Health First Aid

National Council for Mental Wellbeing

03/2025

Basic Life Support (BLS)

American Heart Association

09/2025