Katherine Gomez
Miami, FL | kgome067@gmail.com | 786-620-7637

PROFESSIONAL SUMMARY

Bilingual professional with 5+ years of experience in client relations, healthcare administration, and business operations. Skilled in customer engagement, brand communication, relationship management, and data-informed support in fast-paced environments. Passionate about marketing, consumer behavior, and creating meaningful customer experiences through strategic communication and problem-solving.

EDUCATION

Florida International University – Miami, FL
B.A. Psychology, Minor Biology | 2021 | GPA: 3.3

University of Miami – Coral Gables, FL
MSM Marketing | Current

PROFESSIONAL EXPERIENCE

University of Miami – Miami, FL | Coordinated Intake and Referral | 2026-Current

- Conduct comprehensive screenings with pregnant women to assess needs and identify appropriate health, social, and community resources throughout pregnancy and postpartum.
- Coordinate referrals to maternal and family support programs, including Healthy Start, Federal Healthy Start, Nurse-Family Partnership, and Healthy Families.
- Provide individualized resource navigation and follow-up support to help clients access services aligned with their pregnancy, family, and postpartum needs.
- Maintain accurate and timely case documentation, including client screenings, referrals, interactions, and follow-up activities, while ensuring continuity of care.

Omar and Son Services – Miami, FL | Finance & Administrative Support | 2024–2026

- Supported budgeting, expense tracking, cash flow monitoring, and financial reporting.
  Assisted with budgeting, financial organization, and administrative operations
- Prepared reconciliations, expense breakdowns, and compliance documentation.
- Processed invoices, payments, and vendor records; resolved discrepancies.
- Coordinated client/vendor communication to maintain relationships and resolve issues.
  Assisted with forecasting and financial planning activities.

Santos Dental – Doral, FL | Business Assistant & Treatment Coordinator | 2022–2024

- Communicated treatment options to support informed decision-making and case acceptance
- Delivered personalized client experiences that improved satisfaction and retention
- Managed scheduling, billing, and administrative workflows to improve efficiency
- Provided bilingual support to enhance patient communication and service experience

Dental Team of Miami – Miami, FL | Business Assistant | 2021–2022

- Assisted with client onboarding and service coordination in a high-volume environment
- Built strong patient relationships through clear communication and follow-up
- Maintained accurate records and supported daily operations

SKILLS

Client Relations • Customer Engagement • Brand Communication • Case Management • Data Analysis & Reporting • Microsoft Excel, Word & PowerPoint • Bilingual (English/Spanish)

LEADERSHIP & COMMUNITY INVOLVEMENT

Dion App – Brand Ambassador
Represent the Dion networking platform at events and digital campaigns, supporting community engagement and user growth. Assist with outreach and contribute to brand visibility through user engagement and relationship-building.

Dental Mission Trip – Dominican Republic
Supported underserved communities through patient coordination, bilingual communication, and healthcare outreach.

Dean's List Honors- Florida International University
Recognized for consistent academic achievement and strong academic performance.