

NAME

Address
Telephone • Email

CAREER SERVICES / CAREER PLANNING & PLACEMENT

Career services specialist with more than 5 years of experience recruiting and placing entry-level and professional candidates for a fast-paced workforce solutions agency. Motivational communicator, recognized for effective coaching and mentoring skills. *Select career and educational highlights include:*

- Expertly managed annual caseload of 200-250 candidates.
- Interviewed 25-30 clients weekly to assess training needs, educational background, work experience, interests, and eligibility.
- Experience working with diverse cultures, at-risk youth, and individuals of all ages.
- Bilingual (Spanish & English), with experience delivering daily orientations in both languages.
- Bachelor of Science in International Business Trade (Majors: Sociology and Economics).

CAREER SERVICES EXPERTISE

Career Coaching, Guidance & Counseling • Candidate Screening & Sourcing • Recruitment & On-Boarding Trainings & Orientations • Interviewing • Client Needs Assessment • Program Management & Development
Client Management • Customer Service • Presentations • Marketing & Promotions

PROFESSIONAL EXPERIENCE

COMPANY, Location • 2007-Present

Provider of workforce solutions to support economic development in County with 300-350 employees.

Career Manager

Manage yearly caseload of 200-250 candidates. Recruit candidates, conduct interviews, and research information to determine eligibility of federal funds. Provide daily orientations in 2 languages to inform candidates about program. Refer candidates for job placement. Review caseload spreadsheets to determine amount of funding needed before end of fiscal year. Administer monies via prepaid Visa cards to candidates for transportation based on GPA results.

- Reduced budget expenses 20% by increasing awareness of fraudulent activities and tracking obligations.
- Developed user friendly, step-by-step program guidelines for new hires.
- Increased number of referrals for ESOL (English for Speakers of Other Languages), making the organization more accessible to applicants from other countries.
- Appointed to manage special Veterans programs to assist Veterans in finding gainful employment.

COMPANY, Location • 2006-2007

Largest retail home mortgage lender in the U.S. with revenues of more than \$86B.

Director of Lasting Impressions (2006-2007)

Assisted clients throughout the loan process, providing customer service and guidance. Gathered information from processors, underwriters, title companies, and mortgage consultants to accelerate loan process and increase customer satisfaction scores.

- Elevated customer satisfaction score from 23% to 100%; received a significant financial incentive for efforts.
- Enabled company to reach different markets and achieve their quota for loans approved in region.
- Increased number of loans approved by outreaching Spanish speaking customers.

COMPANY, continued. . .

Home Mortgage Consultant (2006)

Delivered assistance, counseling, and guidance to clients seeking home loans. Attended various events in conjunction with community groups such as the Chamber of Commerce and local networking organizations to increase financial knowledge-base.

- Effectively promoted company's products and program offerings to key members of 30 organizations and companies.

COMPANY, Location • 2000-2001

U.S. governmental organization.

New American Outreach Director

Oversaw outreach operations to minorities and constituents, determining their needs and concerns and addressing issues with Congress. Developed and maintained relationships with non-government groups established to help minority communities throughout the 2nd district.

- Created 45 announcements on 2 Hispanic radio stations directing minority callers to federal agencies.
- Organized very first meeting for Hispanics in assigned region in only 2 weeks, attended by more than 100 people including representatives of governments groups.
- Traveled throughout the 2nd district to deliver speeches to create awareness of the existence of minorities and how to work together to develop the district.

ADDITIONAL CAREER ROLES

COMPANY, Location (2005-2006)

Financial Service Representative

COMPANY, Location (2001-2005)

Personal Banker / Loan Officer

EDUCATION / ADDITIONAL SKILLS

Bachelor of Science, International Business Trade (Majors: Sociology & Economics)

University, Location

ADDITIONAL TRAINING

Florida Certified Workforce Professional Tier 1 & 2

Certified Platinum Customer Service

LANGUAGES

Spanish, English