

## SUMMARY OF QUALIFICATIONS

Dynamic Professional with over 15 years of leading nationwide transition programs, change management, training and implementing best practices. Extensive experience managing teams and delivering training for large groups of up to 50 personnel. Cross-functional, and adaptable to rapidly changing environments. Customer focus-oriented implementing personalized counseling sessions. Able to multi-task and manage several projects-hybrid modes from planning to execution while remaining focused on high priority goals. Recipient of multiple awards for outstanding performance and professionalism to include The Yellow Rose of Texas Award from The Office of the Governor of Texas. Possess experience with controlling and reporting tools. Retired U.S Army Military Spouse. Real Estate Licensee. Active member of Suncoast Global Council, DEI, local committees and NAHREP Tampa Bay.

- Program Management
- Negotiations
- Residential Real Estate
- Organizational Change Mgt.
- Training and Mentorship
- Leadership Development
- Workforce Development
- Bilingual Communicator
- Zoom / Virtual Meetings

## PROFESSIONAL EXPERIENCE

### Engel & Voelkers Madeira Beach Luxury Real Estate Advisor

03/2019 –Present

- Consult and provide client concierge services from the intake call, evaluation of needs including but not limited to area, schools, economic and workforce development, market analysis and finance assistance to enhance client's homeownership.
- Contribute and support PRO – Pinellas Realtor Organization and Central Pasco Realtor Organization leadership team for the last two years as a Board and Executive member.
- Engage as a Community Leader with different associations such as HCCPC, Hispanic Chamber of Commerce of Pinellas County, ALPFA Association of Latino Professionals for America, FAVOB Florida Association of Veteran Owned Business, ETS Sponsorship Program, Veterati, and Pinellas County Schools.

### U.S Department of Commerce - U.S Census Bureau Census Field Manager

04/2020 – 10/2020

- Oversaw activities of field data collection and directly supervised up to 15 Census Field Supervisors and office support clerks. Provided group and individual training, monitor daily assignments remotely and face-to-face, advising and guiding to subordinate staff
- Trained, communicated, and promoted change
- Assured that quality and progress of field operations are being met by meeting weekly with the team using conference calls, virtual setting and in person meetings to resolve any challenges in the field to maximize productivity
- Managed LMS systems integrated with Web Base Training to provide on-time resources needed for different operations
- Promoted and facilitated campaigns for high Supervisor & Enumerators performers awards
- Established an effective working relationship with other peers six managers, lead census field manager and area manager weekly using skype for business, conference calls and different tools (various computer-generated reports and observation) to analyze and evaluate the status of each operation, re-evaluate needs and resources along with the plan and set of goals reaching up to 312K completed cases

**Kelly Educational Staffing****08/2019 – 03/2020****Bilingual Recruiter Specialist, South East Education Practice**

- Tracked LMS applicants reports to validate the completion of required courses as part of the selection process
- Selected, Interviewed, Hired and Onboard individuals for Substitute Teacher position for up to 250 Public Schools of Hillsborough County
- Built community relationships with local schools, chamber of commerce and MacDill AFB to support career fairs and job fairs to engage and supply pool of candidates

**CareerSource Pinellas****2017 – 2018****TechHire Program Coordinator – Clearwater, FL**

- Conducted outreach through community colleges, technical schools, and community activities to create workforce opportunities for young talent from certification training to career opportunities
- Conducted quarterly advisory board meetings engaging educators, employers, local economic development entities and community advisors in collaboration to lead, share and strategically hire young talent
- Prepared statistical reports, handling information requests, and tracking timely performance and agreements with employers
- Led special projects, and information technology training certification programs as assigned by the President/CEO and/or Director for the Tampa Bay TechHire Program

**Soldier for Life: Transition Assistance Program****2012 – 2017****Team Lead / Senior Counselor – Ft. Hood, TX & Ft. Bragg, NC**

- Led 6 counselors on individual performance and areas to sustain and improve; provided guidance, transition, and employment assistance services for over 1,500 Service Members per fiscal year
- Provided mentoring and coaching to transition members regarding benefits, entitlements, and integrate educational and employment programs including One Stop Services, VSOs to support individual transition goals and career development reaching up to 85% of career readiness standards. Available to assist one on one, by email, or through use of PowerPoint presentations and other reference materials.
- Prepared and updated “VOW” Veterans Opportunity to Work curriculum presentations and training packets. Developed training guidelines added to the program using weekly group meetings and individual sessions for reinforcement and better understanding
- Supervised a team of six (6) counselors, planned, prepared and coordinated professional services to delivered on time such as training, one on one counseling, workforce development, workshops and seminars.
- Delivered training through Transition Orientation, Military Occupational Code Crosswalk, and Individual Transition Plan Review courses monthly, with up to 50 Service Members in a class setting
- Managed client records to ensure 100% compliance and accuracy with program policy and procedures to assess employment needs and career opportunities

**EDUCATION**

Certificate, Senior Professional in Human Resources (SPHR), Syracuse University, NY  
 Master of Arts in Management and Leadership, Webster University, Savannah, GA  
 Bachelor of Science in Industrial Engineering, Universidad Libre, Bogota, CO

**SELECT AWARDS**

The Yellow Rose of Texas Award  
 International Honor Society in Business Administration