

OVERVIEW

A skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness; fluent in Spanish, oral and written. Flexible and analytical; skilled at synthesizing and editing information to achieve overall objectives. Creative and resourceful, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

EDUCATION

Master of Arts in Clinical Psychology: Marriage and Family Therapy - Expected Completion in 2018

Pepperdine University - Culver City, CA

- Coursework in Social Work, Marriage and Family Therapy and Child Development

Bachelor of Science: Human Service Management, 2013

University of Phoenix - La Mirada, CA

- Coursework in Accounting and Organizational Behavior
- Graduated Magna cum Laude

Associate of Arts: Communication, 2010

University of Phoenix - La Mirada, CA

Breakthrough Parenting Program Instructor, 2017

- Certified Parenting Instructor
- Court-mandated program approved
- Taught in both Spanish and English

Domestic Violence Program Provider, 2018

- Certified Domestic Violence Counselor/Instructor
- Taught in both Spanish and English

WORK EXPERIENCE

Clinical Psychology Practicum – Human Services Association

05/2018 - Current

- Provide individual psychotherapy services for Victims of Crime
- Provide individual sessions to both adult and children; Spanish and English
- Provide family therapy sessions, as needed
- Case management and oversight through tedious note documentation

Clinical Psychology Practicum - South Bay Human Service Center

04/2017- 03/2018

- Lead Spanish speaking service provider and advocate
- Provide individual psychotherapy sessions with center clients
- Lead and conduct weekly group therapy sessions
- Lead parenting classes for court mandated clients
- Case management and oversight through tedious note documentation

Advocate/Translator Intern – Law Office of Mark Hover

09/2012 – 01/2018

- Provide translation services for clients; office or correctional department setting
- Conduct initial intake interviews for attorney
- Assist attorney in gathering necessary information pertaining to Discoveries needed for case
- Assist attorney and client's with court house filings
- Assist client in obtaining necessary resources required by case ruling
- Case management and oversight in computer system

Program Coordinator - Pasadena Unified School District

08/2016-Present

- Support two Assistant Superintendents; Elementary and Secondary Education
- Provide support for the Director of Athletics, Ombuds Officer, and the Coordinator of Equity and Access
- Serve as the main liaison between parents, administrators and assistant superintendents
- Serve as the primary point of contact for incoming department requests
- Investigate and resolve parental inquiries and complaints in a timely and empathetic manner
- Manage various District projects; defining timelines for planning and completion of tasks
- Compose and communicate all outgoing correspondence and reports to district administrators
- Manage timekeeping recordings for all elementary certificated and classified employees
- Data processing; provide data analysis to assess and manage funding for various District programs
- Manage department calendars and collateral preparation for meetings
- Manage office supplies, vendors, organization and upkeep of department offices
- Coordinate, schedule and arrange meeting and travel calendars, including business and social events
- Budget oversight and management for Elementary and Secondary education department
- Manage financial documents and internal and external invoices
- Provide Spanish translation services for various departments within the District
- Compile district information and related material and distributed it to District personnel
- Manage and distributed incoming mail and confidential information
- Process Position Requisitions; track resumes and maintain applicant information
- Proficient in Windows-based applications, Adobe, PeopleSoft, Aeries, and Current Solutions software

Analyst-Program/Project 1 – Southern California Edison

07/2006-08/2016

- Managed curriculum changes for various craft driven programs to meet company implemented safety policies and procedures
- Manage the organizations funding and forecast future training programs needs based on clients requests
- Provide back-up support in supervisor role, as needed
- Responsible for reviewing & analyzing contracts (PO) to ensure projects are on schedule & meet tight deadlines
- Lead role in creating and tracking Purchase Orders for business units various projects
- Manage lodging accommodations for training attendees. Ensure the best value for lodging accommodations to the company by negotiating lowest cost pricing to meet the company standards for services
- Managed all accounts payable invoicing for business unit
- Maintain training class scheduling; strong relationship with Talent Acquisition Coordinator to meet craft hiring
- Managed training on LSO, SAP systems; company-wide
- Compose and communicate all outgoing correspondence and reports for client management
- Coordinate and chair two Learning Council Committee Meetings
- Analyzed and produced monthly reports using advanced Excel spreadsheet functions
- Led monthly meetings with directors to analyze spending and provide financial recommendations
- Lead trainer to ensure smooth adoption of newly implemented software programs
- Analyzed and created monthly reports comparing budgeted costs to actual costs. Recommended operational improvements based on budget tracking analysis
- Established and maintain positive working relationships with suppliers, contractors, consultants as well as corporate managers, supervisory and non-supervisory personnel
- Analyze project/program details to present recommendations and communicate regularly to all levels of client management to ensure best practices and policies are in place

Legal Assistant / Translator – Corporate Office Center

04/2003-06/2006

- First point of contact for all clients
- Managed and coordinated law office activity, including delivery of subpoenas
- Developed working relationship with courts, clients, debtors and attorneys
- Provided translation services for Spanish speaking clients
- Filed all court documents on behalf of the attorneys
- Managed and analyzed accounts and records of clients with the highest levels of confidentiality and discretion
- Scheduled all appointments, appearances and briefings
- Managed law office budget; oversaw labor, materials, contract, and office supplies expenditures
- Managed client invoicing and accounts payable

Property Manager – Public Storage Inc.

04/1998 to 04/2003

- Managed 42,000 square foot storage building. Building provided 200+ storage rental units
- Supervised and trained 4 employees
- Exceeded company objectives with reducing delinquent clients
- Managed monthly financial reports pertaining to cash receipts, expenditures and profit and loss
- Managed collection reports to determine the status of collections and the amounts of outstanding balances
- Collected and analyzed monthly reporting expense variances and explanations
- Maintained accurate records of past due customer account activity
- Supervised team productivity and managed work flow to meet or exceed quality service goals