

## EDUCATION

**Florida National University** Miami, FL  
*Bachelors of Science in Nursing (BSN)* 2015 – Present

**Miami Dade College** Miami, FL  
*Associate in Arts* 2011-2013

## WORK EXPERIENCE

**Comprehensive Health Services (CHSi)** Miami, FL  
June. 2015 - Present

- Documented or imputed data as required to appropriate tracking systems or dashboard.
- Assisted all areas of program support as needed.
- Maintained the Case file and Database in accordance with Office of Refugee and Resettlement guidelines (ORR).
- Provided residential care and line of sight supervision of unaccompanied minors.
- Coordinated with case managers and ongoing clinicians regarding reunification of youth with their parent or other caregiver.
- Oversaw over 500 Employees to ensure protocols are being followed according to ORR policy.
- SharePoint

**Florida Business Consulting** Miami, FL  
*Corporate Trainer* Nov. 2015- Nov. 2016

- Involved in hiring process of new employees
- Trained new representatives on sales procedures
- Managed new employees' sales territories
- Verified that employees' pay is accurate

**Wells Fargo** Miami, FL  
*Private Teller* Aug. 2014 – Oct. 2015

- Answered private banking phones
- Assisted and attended to customers' requests
- Handled deposits, withdrawals and retirements

**LA Fitness** Miami, FL  
*Sales Weekend Manager* July. 2013 – Aug. 2014

- Answered calls in an orderly manner
- Supervised other sales associates

**TD Bank America** Miami, FL  
*Teller* Dec. 2012 - July 2013

- Kept count record of safe
- Worked with multi-functional computers

## **Check Cashing USA**

*Head Teller*

Miami, FL  
July 2012 – Dec. 2012

- Provided service to a wide diversity of ethnic groups
- Gave Payroll Advance Loans
- Sent money through Western Union
- Processed bill payments
- Completed paper work and inventory for the company
- Kept count of Safe

## **CERTIFICATIONS**

- Cardiopulmonary Resuscitation (CPR)
- Basic Life Support (BLS)
- Crisis Prevention Intervention (CPI)
- Automated External Defibrillator (AED)
- Certified by OSHA Blood borne Pathogens standards
- Domestic Violence
- Prevention of Medical Errors and Medication Errors
- HIV / AIDS Comprehensive
- OSHA Regulations and Blood borne Pathogens
- Emergency Management
- Radiological Emergency Management
- Principles of Emergency Management
- Bipolar Disorder
- Child Abuse

## **SKILLS**

- Bilingual: English/Spanish
- Excellent customer service experience
- Excellent consumer operations
- Outstanding problem solving skills
- Excellent organizational skills
- Superior speech and writing communication skills
- Excellent ability to multi-task
- Computer knowledge: SharePoint, Macintosh, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint; Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10