

**EXPERIENCE:**

- |                              |  |                 |
|------------------------------|--|-----------------|
| June 2011<br>To Present      | <b>Household Manager</b><br><i>Planner and Organizer</i>   | Pearland, Texas |
|                              | <ul style="list-style-type: none"><li>• Responsible for planning and organizing events for pre-school aged children.</li><li>• Serve as decision maker, and conflict resolution manager.</li><li>• Maintain productivity in the household.</li><li>• Assist in prioritization guidance.</li></ul>  |                 |
| Sep 2014<br>To Jan 2105      | <b>Little Lambs Learning Center</b><br><i>Substitute Teacher</i>   | Pearland, Texas |
|                              | <ul style="list-style-type: none"><li>• Responsible for planning and organizing events for pre-school aged children.</li><li>• Teach pre-school aged curriculum to a class of 5-10 students.</li><li>• Organize and maintain classroom to maximize learning and engagement of students.</li><li>• Assist in prioritization guidance and other age appropriate life skills.</li></ul>   |                 |
| November 2009<br>To 2011     | <b>Molina Healthcare</b><br><i>Retention Representative</i>  | Houston, Texas  |
|                              | <ul style="list-style-type: none"><li>• Perform welcome calls, disenrollment survey calls, and other outbound/inbound member contact initiatives.</li><li>• Serve as a liaison between Molina Medicare and its current and previous members.</li><li>• Respond, track, research, and escalate problems identified by current and previous Molina Medicare members, providers or other Molina employees.</li><li>• Serve as an interpreter/translator for Haitian members.</li></ul>  |                 |
| July, 2005<br>to August 2009 | <b>Nova Southeastern University</b><br><i>Administrative Assistant</i>   | Davie, Florida  |
|                              | <ul style="list-style-type: none"><li>• Assisted in the development of new program and grant writing activities including the creation of the course syllabus and other course related material for PUH 5004 - Public Health Grant Writing.</li><li>• Maintained calendar for the Associate Dean of The College of Osteopathic Medicine by scheduling appointments involving university administrators, faculty staff and off-campus visitors.</li><li>• Coordinated travel arrangements by making necessary reservations for transportation and hotel accommodations and prepared all related travel documents for Associate Dean of The College of Osteopathic Medicine.</li><li>• Composed correspondence for supervisor's signature from both written and oral instructions; typed and edited correspondence into final form; proofread and made corrections as necessary.</li><li>• Screened incoming calls/mail and, as appropriate, provided requested information, took messages, or redirected inquiries to the appropriate staff member or office.</li><li>• Coordinated and organized the office's filing system.</li><li>• Booked meetings and organized various sessions by making food orders, setting up the meeting table, copy information packets, set up laptop, etc.</li></ul> |                 |

**EDUCATION:**

- |                              |   |                |
|------------------------------|---|----------------|
| August, 2006<br>to May, 2010 | <b>Nova Southeastern University</b><br>Bachelor of Science, Psychology, Minor in Substance Abuse Counseling | Davie, Florida |
|------------------------------|---|----------------|

**RELATED SKILLS:**

- Proficient in the following programs for Macintosh and PC platforms: Microsoft Word, Excel, PowerPoint and Outlook
- Type 60 WPM
- WebCT and Sungard Campus Portal (PeopleSoft competitor)
- Conversational Spanish, French and fluent Haitian Creole

*References Available Upon Request*