

## PROFESSIONAL PROFILE

Over ten years of Bilingual experience in Production Industries, Food service, education and Human resource environments. Possess profound knowledge and Fluency in Spanish & English Languages. Keen knowledge of Human Resource management and business practices policies and systems to include: record management, Quality assurance, HRMS, administrative practices, marketing, B2C marketing, People to people interactions, EXCEL, Word, Power-point in addition to fostering and maintaining business relationship across cultures and remaining adept of cultural sensitivities and nuances. Soon to gain PMP certification via PMI testing process.

## EXPERIENCE

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### Fayetteville State University

2017-2020

Assistant director of Admissions

- Met with prospective students
- Evaluated applications and eligibility
- Built relationships to encourage the most qualified prospective students to enroll
- Assisted new students with the enrollment process
- Give college tours
- Conducted information sessions
- Assisted with promotional events and marketing

### Cumberland County Schools

#### Alger B. Wilkins High School

Spanish Teacher

2015-2017

- Provided instruction in levels 1 through 3 of High School Spanish
- Managed classes adequately in order to create optimal learning environment
- Multitasked between students/class, due to multiple levels in each class period.
- Became more skilled in Leadership roles within school, and county

#### Apex tool Group/ Roth ultimate staffing

2015

Spanish/English Interpreter

- Provided interpretation between Plant personnel from Mexico city and Personnel from the Apex Facility.
- Provided Industrial and Production themed interpretation in reference to manufacturing, Merger and acquisition specifics.
- Shadowed Monolingual production workers and provided translation and interpretation assistance.

#### Westat

2014

Bilingual Data Collector (part time weekends)

- Conducted survey via phone with monolingual Spanish Residents
- Established credibility with hesitant bilingual residents
- Analyzed and collect given data via phone through Spanish Communication and Conversations

#### Global Bilingual HR Analyst

2010-2012

Merck & Co., Inc.

Charlotte, NC

- Assist in various HR issues, such as organizational restructuring, navigation of HRMS, assistance via inbound/outbound calls for managers with HR transactions for countries in Latin America, the Caribbean and South America.
- Maintain compliance with Sarbanes Oxley Act as required by US Federal Law.
- Conduct frequent video and telephone conferences with multiple countries in Spanish to disseminate information, resolve issue and clarify procedures.
- Developed New Policies and Procedure for Integrating new Latin Countries into Merck Company Culture
- Maintain Cultural sympathies and relations within with Clients and consumers in Latin America.
- Used case management systems
- Analyzed business Quality assurance issues within SLA protocols.
- Responded to emails in Spanish sent various Latin American/ South American executives, client and employees
- Used SAP and PeopleSoft Daily

#### Human Resource Representative

2010-2011

**Smithfield Packing**

Tar Heel, NC

- Supervised the retention of employees through monitoring points, eradication of FMLA approved absences and employee relations.
- Maintained employee relations with Monolingual-Hispanic employees by executing and conducting disciplinary actions, employment hearings, orientations.
- Oversaw disciplinary actions as well as hand out disciplinary actions in accordance with policy.
- Handled issues of management, such as time and labor, recruiting new personnel, organizational restructuring, and hourly employees.
- Represented Smithfield in the face of Labor Unions such as UFCW, in order to appropriate hand out disciplinary actions in accordance with policy, ethics and precedence in the presence of Union officials. Oversaw internal promotions and job application processes.
- Translated and interpreted official company documents to monolingual employees and Labor Union Officials.
- Saved company financial assets through winning unemployment adjudications.
- Proficient working with SAP, Lotus, Kronos, PeopleSoft.
- Administered drug testing to employees, for purposes of random testing and post injury admissions of use.
- Terminated employees if offenses or policies deemed necessary. Common violations were attendance, positive drug testing and policy infractions.
- Administered new hire training to incoming employees during orientations, and FMLA and Ploas to current employees.

**Migrant Tutor**

2008-2010

Hoke County Schools

Raeford, NC

- Provided tutoring in core subjects for ESL students.
- Assisted in recruitment of new cliental and incoming families: by communicating with monolingual or bilingual parents and explained the Federal policies and entry processes.
- Organized and Maintained three after school programs for middle and high school students. Programs consisted on tutoring (group or Individual) in the core subjects specified by Title I. In addition, educational and interactive activities were scheduled for each program outside of core subjects.
- Implemented strategies to better reach at risk youth and their parents.

**EDUCATION**

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2012 M.B.A. Concentration in International Business—American InterContinental University  
2009 B.S. Spanish Language and Culture— Fayetteville State University

Schaumburg, IL  
Fayetteville , NC