

JOSÉ CERVANTES

NYC



jscervantes.github.io

LEADERSHIP

CASE MANAGER

DO GOOD MULTNOMAH 2021
PORTLAND, OR.

Maintaining essential shelter functions for houseless individuals in transitional shelters, including resource allocation, client intake, and training in social work and case management
Responsible for directly interfacing with clients and understanding their needs and pathways to housing
Connects with social services and clients directly to negotiate benefits and aid for houseless alleviation, and provides resources for assigned clients for seamless integration into secure and safe housing including Veterans' benefits, Social Security, government aid, and financial counseling
Collaborates with senior staff for development of client roster and shelter intake, performing digital communications, digital maintenance, and security logs
Provides shelter necessities for clients for safety, security, and immediate needs, including cleaning, sanitation procedures daily, strict maintenance of COVID-19 safety, meal preparation and delivery
Managerial and hiring experience, assistance with staff onboarding and interview processes

BOARD MEMBER

DO GOOD MULTNOMAH IDEA TEAM 2021
PORTLAND, OR.

The IDEA team provides necessary attention for Do Good Multnomah shelter staff of marginalized identities and of all sexual orientations, gender identities, and racial backgrounds, fulfilling duties of a company Diversity, Equity and Inclusion board
Do Good Multnomah is committed to racial equity and houseless alleviation to clients, and strives to maintain the same ideas within the company. The IDEA Team serves as a resource for Do Good Staff to find empowerment, representation, accountability, and influence for company culture and ideals for commitment to racial justice for employees, working directly with CEO Chris Aiosa.

GUEST SERVICES CAPTAIN

THE NINES HOTEL 2019 - 2020
PORTLAND, OR.

Performed essential clerical, management and guest relations services at the five-star Nines Hotel, the fifth-largest hotel in the Portland, OR.
Provided customer service during peak hotel hours and overnight shifts, providing security, technology assistance, data management, client intake, financial reports for the Nines management and senior staff, and catering directly to guest needs and protection of guest property and vehicles

CONTACT

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TECHNOLOGY

COMPTIA A+ Certified TechRise., 2020

Specialized in computer maintenance, project planning, and troubleshooting methods Additional experience building and maintaining PCs, troubleshooting Windows and Unix-based software Trained in CompTIA seven-step virus removal procedure
Experience in Agile software development methodology
Hardware, software, and network troubleshooting experience

Languages:

HTML, CSS: Strong Proficiency

Python Strong proficiency

Django Elementary proficiency

Logic :Pro Software Strong proficiency

EDUCATION

**CALIFORNIA POLYTECHNIC UNIVERSITY
POMONA**

BS MECHANICAL ENGINEERING
2014-2017

Dean's List

OREGON STATE UNIVERSITY

**BS COMPUTER SCIENCE , 2021 -
PRESENT**

Remote E-Campus Learning

SKILLS

Bilingual English and Spanish

Typing 70 words per minute

Microsoft Office Including Microsoft Teams - daily application

Google Suite

Administrative Experience 4 years

Customer Relations Experience 5+ years

Hospitality Experience 3+ years

Social Services Training

Trained with daily responsibilities in client management, verbal de-escalation, resource allocation, clerical and administrative confidentiality, attention to detail and timeliness, sanitation procedures, COVID-19 safety, critical incident reporting, para-health social services including trauma-informed care and harm reduction modules