

OBJECTIVE

To Seek appointment for the Community Action Commission vacancy

SKILLS

Bilingual English/Spanish

Believe in human, social welfare and health services, customer service, self-confidence, possesses core values of integrity, excellent Interpersonal skills, passionate and dedicated public servant, astute political awareness, organizing, presentation and public speaking, television and radio public speaking, organization development, community outreach, training staff, fundraising, career counseling, supervisory, youth mentoring, case and programs management, programs development and graphic designs technology and system administration.

WORK HISTORY

AGING AND ADULT SERVICES/ COMMUNITY BENEFITS DEPARTMENT OF SOCIAL SERVICES/ COUNTY OF MONTEREY (YOUTH EMPLOYMENT CASE MANAGER, OFFICE ASSISTANT II, SOCIAL SERVICES AIDE II)

AUG 2008- TO PRESENT

- Establishes and maintains goals, objectives and plans for carrying out the functions of the Social Services Department consistent with overall County goals.
- Establishes and maintains appropriate administrative policies, services, structures, controls and reporting systems for the effective and efficient delivery of Social Services to the citizens of the County.
- Appointed as member of the Monterey County Community Action Commission to serve District 1 by Board of Supervisors.
- Principles and practices of social welfare and integrated social services policy and administration, including current trends in service delivery planning, policy, management, program evaluation and related issues.
- Principles of financial administration, including public budgeting, alternative financing methods and funding sources.
- Coordinates Department activities with other departments, agencies and community organizations and provides staff assistance.
- Manages the preparation, analysis, and distribution of reports and correspondence; coordinates the establishments and retention of various types of records and files.
- Ability to analyze complex situations and identify effective courses of action and prepare and present comprehensive reports and recommendations of a highly complex nature and prepare and give

public presentations and communicate effectively throughout the department, County, Board of Supervisors and key community stakeholders.

- Ability to establish and maintain cooperative and effective working relationships with the Board of Supervisors, County Administrative officer, senior County management, State and Federal agency representatives, advisory board members, community representatives and department staff.
- Ability to contribute to an environment of cultural and ethnic diversity.
- Ability to be available to work a flexible schedule, including evenings, weekends and travel out of County to attend meetings.
- Principles and or practices of managing, planning, coordinating and supporting the following social services and programs: Medi-Cal, General assistance, EBT, Cal-Fresh, Cal-works Employment, Covered California (Obamacare), In-Home Supportive Services (IHSS) Public Authority for IHSS Referral services, IHSS Provider Enrollment services, IHSS Provider Health and Safety training services, Supplemental Security Income advocacy program, Adult Protective Services, Senior Information, Referral & assistance (I,R&A), QA/Fraud Investigation services for IHSS, Payroll processing for IHSS Providers, FLSA, information and telephone etiquette desk services.
- Serves in different committees.
- Serves as liaison between Monterey County and social services employees to resolve labor management, civil rights, safety work environment challenges and other duties as assigned.
- Serves and councils employees in regard of their Memorandum of understanding between SEIU 521 and County of Monterey.

SAFETY AND SECURITY SERVICES SUPERVISOR/ DEPARTMENT OF CONSUMER AFFAIRS BUREAU OF SECURITY & INVESTIGATIVE SERVICES

OCT 2012- TO PRESENT

- Directs, plans, organizes and coordinates staff.
 - Provides excellent customer service.
 - Ensures the security, safety and well-being of all personnel, visitors, clients, guests and or the premises.
 - Ability to handle highly confidential and sensitive information while exercising excellent judgement, discretion and diplomacy.
 - Experience responding to emergencies and incidents, including investigations.
 - Experience managing security operations and security personnel and delivering high quality, customer-oriented security programs.
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SMALL BUSINESS OWNER/ SEL EMPLOYED FOUNDER

JAN 2005- DEC 2012

- Directed, planned, organized and coordinated services delivery.
- Provided quality customer services to all customers.
- Developed power point and quality audio and video presentations.
- Public Speaking.
- Developed, managed and directed marketing campaign graphic designs.
- Developed website, video channel and managed marketing campaigns.
- Developed, controlled and administered business budget and expenditures.

QUALITY ASSURANCE (QA) INSPECTOR, EARTHBOUND FARM

MARCH-2007-NOV-2007

- Followed, enforced and applied county, state and federal laws as they pertain to the organization.
- Supervised and ensured the quality and safety of finished product.
- Provided excellent customer services to internal and external costumers.
- Provided superior interpersonal skills, a sense of urgency and worked in a large-scale team-based environment.
- Enforced and ensured staff compliance with all company rules and regulations, standard operating procedures and good manufacturing practices as outlined in the code of Federal Regulations Title 21, Section 110.
- Committed to support and make a difference in the delivery of quality, food safety and organic product integrity.

CARL'S JR SHIFT SUPERVISOR

FEB-2005-FEB-2007

- Directed, planned, organized and coordinated staff and store.
 - Principals and practices human resources management.
 - Managed product inventories, cash flows and financial budgets.
 - Provided quality customer services to internal and external customers.
 - Managed store and solved complex organizational and operational challenges.
 - Trained new and ongoing staff.
 - Directed and assigned tasks and other duties to staff.
 - Followed, enforced and applied county, state and federal laws as they pertain to the organization.
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EDUCATION

- CONTRACT & PURCHASING ACADEMY, COUNTY OF MONTEREY 9/28/2019
- IRS TAX RETURN PREPARER CERTIFICATIONS 1/2012- 11/2015
- VOLUNTEER STANDARDS OF CONDUCT CERTIFICATIONS 1/2012- 11/2015
- 7 HABITS FOR MANAGERS 7/2012
- PROJECT MANAGEMENT FUNDAMENTALS 9/2012
- WRITING ADVANTAGES - HOW TO BE A POWER WRITER 9/2012
- EXCELLING AT CUSTOMER SERVICE 7/2012
- PERFORMANCE MANAGEMENT & PROGRESSIVE DISCIPLINE 7/2012
- BUSINESS OFFICE TECHNOLOGY, CENTER FOR EMPLOYMENT TRAINING (CET) 8/2008
- HIGH SCHOOL DIPLOMA, SALINAS HIGH SCHOOL 2000-2003
- PROGRAMMER ANALYST, CENTER FOR COMPUTER AND TECHNOLOGY 1998-2000 (MEXICO)

VOLUNTEER

- APPOINTED AS COMMISSIONER BY MONTEREY COUNTY BOARD OF SUPERVISORS TO MONTEREY COUNTY COMMUNITY ACTION COMMISSION FOR DISTRICT (1) 03/2019
- EXECUTIVE BOARD DELEGATE, SERVICE EMPLOYEES INTERNATIONAL UNION (SEIU 521) FOR COUNTY OF MONTEREY
- ELECTED STEWARD, SERVICE EMPLOYEES INTERNATIONAL UNION (SEIU 521) MARCH/2016 TO PRESENT, FOR COUNTY OF MONTEREY
- OPERATIONS SHELTER WORKER 7/16
- MONTEREY COUNTY ELECTIONS INSPECTOR, ELECTIONS DEPARTMENT
- MONTEREY COUNTY ELECTIONS OFFICER, ELECTIONS DEPARTMENT
- IRS TAX PREPARER, VITA PROGRAM UNITED WAY MONTEREY COUNTY
- CHAPERONE, ALISAL UNION SCHOOL DISTRICT
- IMMIGRATION AND HUMAN RIGHTS ADVOCATE, MONTEREY COUNTY IMMIGRATION TASK FORCE 3-2017 TO PRESENT
- EXERCISE & LABOR MANAGEMENT COORDINATOR, MONTEREY COUNTY
- COUNTY HOMELESS CENSUS WORKER, THE COALITION OF HOMELESS SERVICES PROVIDERS
- JURY SERVICE SUPERIOR COURT OF CALIFORNIA, COUNTY OF MONTEREY
- JURY SERVICE U.S. DISTRICT COURT FOR NORTHERN DISTRICT OF CALIFORNIA
- LECTOR MINISTRY, SAINT MARY'S OF THE NATIVIDAD CATHOLIC CHURCH

CREDENTIALS

- CALIFORNIA DRIVERS LICENSE
 - MONTEREY COUNTY BADGE ACCESS PRIVILEGE
 - LEVEL III BILINGUAL ENGLISH/SPANISH, CPS HR CONSULTING PROVIDING MERIT SYSTEM SERVICES
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- CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS II)
 - MEDI-CAL ELIGIBILITY DATA SYSTEM (MEDS)
 - CONSORTIUM IV SYSTEM (C-IV)
 - REVA IHSS IP(PROVIDERS) SYSTEM ADMINISTRATOR
 - QUESTYS
 - CARE TRACKER
 - QA/FRAUD TRACKER SYSTEM
 - IMAGE NOW
 - COVERED CALIFORNIA
 - MICROSOFT OUTLOOK/ MICROSOFT 365
 - WORK ASSIGNMENT MANAGEMENT SYSTEM (WAMS)
 - ADULT SERVICES REFERRAL SYSTEM
 - VIRTUAL ONE STOP CASE MANAGEMENT SYSTEM (VOS)
 - SOLIDUS DESKTOP MANAGER SYSTEM
 - MICROSOFT OFFICE AND GRAPHIC & PROGRAM DESIGN SYSTEMS
 - CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (LEGACY)
 - IHSS PROVIDER SEARCH TIME SHEET ENROLLMENT SYSTEM
 - IHSS PROVIDER ENROLLMENT SYSTEM
 - SAFETY AND SECURITY LICENSE/ DEPARMENT OF CONSUMER AFFAIRS BUREAU OF SECURITY & INVESTIGATIVE SERVICES
 - SUCCESFULLY PASSED AND COMPLETED A THOROUGH BACKGROUND CHECK THAT INCLUDED FINGERPRINTING.
 - TYPING CERTIFICATE 65 WPM AVERAGE

PROJECTS
DEVELOPED

- AVAILABLE UPON REQUEST

ACCOMPLISHMENTS
HONORS & AWARDS

- AVAILABLE UPON REQUEST
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