

Yovana Bustamante

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EXPERIENCE

Philadelphia HUNE, Philadelphia, PA — Bilingual Trainer Coordinator and Evaluating performance of Program Specialists.

May 2014 - PRESENT

- Coordinating and conducting training sessions for parents & professionals on special education laws.
- Served as a Special Education Advocate.
- Developing a positive, professional image within the Philadelphia Public System and Medical/Mental Health field through advocacy and training.
- Counseling parents of children with disabilities on their child's educational needs & rights.
- Working in IEP Meetings, helping Parents & Professionals.
- Working very closed with PATTAN, Pennsylvania training and Technical Assistance Network in Project MAX, Family Network Statewide.
- Participating and present in different conferences of the state of Pennsylvania
- Working close with The Office for Dispute Resolution (ODR)
- Coordinating & lead the Parents Support Group: Andy's Café.
- Develop different trainings for Youth, about Self-Advocacy and Transition.

ASPIRA, Inc. of PA, Philadelphia, PA — ASPIRA/Hostos After-School Program Volunteer

January 2013 - June 2013

- Helping students with Homework and program activities.
- Helping Assistant Group Supervisor to make Lesson Plans.
- Assisting Program Management to work with data (attendance) and serve food (supper & snack).
- Work One-One with students with special needs, when is necessary.

Philadelphia HUNE, Philadelphia, PA — Bilingual Trainer Coordinator

June 2005 - December 2011

- Coordinating and conducted training sessions for parents & professionals on special education issues.
- Served as a Special Education Advocate.

COMPUTER SKILLS

- Software: Microsoft Word, and Microsoft Powerpoint.
- Working knowledge of the Internet.
- Knowledge of GotoMeeting, Gotowebinar, Prezi, Zoom Platform, etc.

PUBLIC RELATIONS / ADVOCACY SKILLS

- Knowledgeable of the Individuals with Disabilities Education Act (IDEA), NCLB, Chapter 14 – PA Regulations and Standards, & Every Student Succeeds Act (ESSA); Handle all Public Relations for organization.
- Work with different cultures and understand the needs of families.

CERTIFICATIONS

- Interpreter Orientation Workshop AOPC. 2016
- The Might Word: Building Vocabulary & Oral Language, Part 1 & Part 2. 2015
- Penn State Nutrition Links Program. 2015
- Resilience Model for

- Developing a positive, professional image within the Philadelphia Public System and Medical/Mental Health field through advocacy and training.
- Counsel parents of children with disabilities on their child's educational needs & rights.
- Working in IEP Meetings, helping Parents & Professionals.

El Sol Newspaper, Philadelphia PA — Receptionist/Administrative Assistant

March 1999 - October 2002

- Direct support for Executive Director.
- Handled all business matters for the company.
- Answered incoming calls using multi-line switchboard.

Korman Suites Hotel, Philadelphia PA — Hostess (Part-Time)

August 2000 - June 2002

- Performed hostess duties for busy hotel's dining and banquet hall.
- Organized and served meals for large multicultural parties.

EDUCATION

Liberty University, Lynchburg, Virginia — Associate Degree in Psychology – 24 credits approved

Fall 2014 – Fall 2015

Philadelphia Freedom Valley YMCA, PA. — Child Development Associate Credential (CDA) – Bilingual (Spanish) Sponsored by SERK – Session B 120 hours

September 2012 – June 2013

IE Teresa Gonzalez de Fanning, Lima, Perú — High School Diploma

September 1986 - June 1990

CORE COMPETENCIES

- Organizational leadership & project management.
- Strategic planning & staff development.
- Excellent communication skills & deadline and detail-driven.
- Excellent ability to maintain a workplace environment safe and professional.
- Problem solver – Creativity and forethought in solving complex project issues.
- Organizational ability and multitasking skills.
- Service orientation – "People person" and a team player.

Community Promoters. 2015.

- **Safety-Care Behavioral Safety Specialist Initial Training** (*process to renew soon*).
- **CPR, First Aid, and AED Certification** (*process to renew soon*).

LANGUAGES

- **English** (Speak & Write fluently)
- **Spanish** (Speak & Write fluently)