

Wanda Ivette Cruz

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Summary of Professional Qualifications

- Staff training and development
- Certified Behavioral Health and Human Services
- Experience in Customer Service and dealing with the general public
- Excellent office administration and support
- Organizational and strategic planning
- Superb translational and interpretation services in Spanish
- Execute sales or other financial transactions

Professional Experience

School Secretary

International Christian High School - Philadelphia, PA 19120

2015-present

- Responsible for opening and closing facility.
- Use computers for various applications, such as database management or word processing.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Create, maintain, and enter information into databases.
- Confer with parents or guardians, teachers, administrators, and other professionals to discuss children's progress, resolve behavioral, academic, and other problems, and to determine priorities for students and their resource as needed and referring them to counseling services.
- Assist Parents with filling out the Financial Aid and Grant application and setting up payment for tuition. and re-registration process.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material and make record keeping in quickbooks and tuition payments.
- Accept payments and transaction for tuition via phone, credit card/debit, cash, personal check and money orders.
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
- Translation and Interpretation services for Non-English -Spanish Speaking Parents
- Handle crisis situation with students, trauma, medical and disciplinarian issues.
- Supervise maintenance staff and sign off on their timesheets
- Manage surveillance camera and entrance area.
- Process all students, transcripts and college request.
- Schedule administrator's calendar (meetings and conferences) agenda.
- Assist Parents with resources and community outreach services.
- Contact Parent and report attendance (tardiness and absent students) on a daily basis.
- Schedule Faculty/Parent Alerts and informational newsletters, agenda's and sports games to entire school body (Faculty, Parents and Students).
- Create yearly school calendar, brochures, and informational packets for prospective students.
- Any other office duties as required

Spanish Level 1 Teacher

2015-2017

International Christian High School, Philadelphia, PA 19120

- Prepared course materials, such as syllabi, homework assignments, and handouts.
- Evaluated and grade students' class work, assignments, papers and exams such as quiz, test, midterms and finals.
- Initiated, facilitated, and moderate classroom discussions.
- Maintained student attendance records, grades, and other required records.
- Maintained regularly scheduled office hours to advise and assist students.
- Selected and obtained materials and supplies, such as textbooks.
- Planned, evaluated, and revised curricula, course content, course materials, and methods of instruction.

Administrative Assistant- Office Manager

The Salvation Army-Tabernacle Corps. Philadelphia, PA

2014- 2015

- Supervised Staff and Reporting Officer, Support Front Desk and Social Services Staff as needed basis, Assisted Corp Officers as needed. Sort and distribute Corps mail internally.
- Provided Assistance with special projects and events, Christmas toy drive, Kettle Donation Campaign, Volunteer Coordinator, Assist with seasonal work as assigned.
- Managed Daily Corps activities, Responsible for preparing time cards forms submission for payroll, Managed Food Pantry and food order and distributions.
- Prepared statistical reports, material/bulletins, track program participation and attendances, Inventory on supplies, telephone logs, typing/preparing correspondences, sorting incoming and outgoing mail. Maintained control of Office supplies orders, Make and maintain contact with business owner keeping in view of the Christmas Efforts.
- Set up and arranged for conference room spaces, including food and beverage orders at onsite facilities for meetings. Responsible for closing and opening facility on a needed basis. Translation and Interpretation services for Non-English clients and related office duties as require

Care Transition Caring Calls Specialist,

Visiting Nurse Association, Philadelphia, PA

2014-2014

- Made calls to Medicare Patients participants that have been 30 to 90 days discharge with home care services; Follow-up about their health and provide continued services for home care, if agreed by the patient.
- Completed a homebound assessment over the phone or in person with the patient and verify their geographic and Medicare Insurance information through MVP Live website.
- Identified, reviewed, obtained and kept a log on what changed in the patient's condition with the assessment and review their medications, blood pressure and other parameters concerning their health over the phone or in person; Provide the patient with the Home Care needs as far as Skilled and Psych Nursing needs, Physical and Occupational Therapy or Home Visited Doctors only if the patient request for a Primary Physician at the home.
- Made calls to the patient's Primary Physician's Office, verify last office visit, request a referral and last office notes on behalf of the patient, via fax or in person, so that the patient may have continued care at the home.
- Made Home Visits to the patients that the agency cannot locate for home care services due to services already being rendered to them and unable to locate via phone.
- Contacted Physician's Office for verification of the patient's face to face encounters and obtain the face to face certification from the Primary Physician, in order for the agency to bill for services that has been provided to the patient.
- Translation and Interpretation services for Non-English patients and related office duties as require

Bilingual Community Outreach Coordinator / In Person Assister (OBAMACARE)

Cognosante LLC, Philadelphia, PA

2013-2014

- Worked knowledge and training of the Affordable Care Act "Obama Care" Knowledge of health plan options, eligibility for plans and how to assist customers with enrolling in the plans.
- Attended local community events ,health fairs, to reach targeted population, Visit, educate, enroll and assist hard to reach populations, business organizations and other individuals.
- Conducted outreach to vulnerable and hard to reach populations, conduct public education activities to raise awareness about the Marketplace and affordable coverage options.
- Developed ongoing relationships with key agencies and organizations within the state of Pennsylvania to facilitate the education and enrollment of consumers into qualified health plans

Caseworker

The Salvation Army-Tabernacle Corps. Philadelphia, PA

2012-2013

- Provided direct services and support to individuals or clients, such as handling a referral, assisting in filing out form for Spanish clients (PECO/LIHEAP/CRISIS/DPW applications etc); and conducted a needs evaluation, or resolved complaints. Recruited, interview, and hired or sign up volunteers and staff.
- Directed activities of professional and technical staff members and volunteers. Evaluated the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- Established and maintaining a network relationships with other agencies and organizations in community. Satisfied the community needs and to ensure that services are not duplicated.
- Planned and administer budgets for programs, equipment and support services. Prepared and maintained records and reports. Researched and analyzed member or community needs to determine program directions and goals.
- Served over 700 elderlies and community with food commodities and emergency food referrals. Translation and Interpretation services for Non-English clients and related office duties as require

Bilingual Counselor Assistant

The School District of Philadelphia, Philadelphia, PA

2008-2011

- Assisted the school counselors in interpreting counseling services to Spanish speaking students. Meet with spanish speaking students and their parents, both individually and in groups, to stimulate active involvement in the counseling program; to promote parental support of educational and career interests; reviewing school records.
- Guided students through group discussions and individual conferences in the expression and formulation of educational and career plans; consulting with counselors; with appropriate school personnel to enlist their support, and cooperation in assisting students to make the best use of their school experiences.
- Gave the Second Step curriculum that helps our students make safe and healthy decision in problem solving, conflict resolution, and performing. Translation and interpretation services and related office duties as required.

EDUCATION

- Alvernia University's Social Work Programs - Reading, PA (2013)
- CSWE Accredited BSW Program 6 ECH Credits Certificate Awarded - PA State Board of Social Work Examiners
- Alvernia University's Social Work Programs - Reading, PA (2012)
- CSWE Accredited BSW Program 12 ECH Credits Certificate Awarded-PA State Board of Social Work Examiners
- Community College of Philadelphia - Philadelphia, PA (2012) Behavior Health and Human Services Proficiency Certification Diploma Awarded/ Completed exams in major with 4.0/4.0 GPA - 12 Credits
- The School District Of Philadelphia - Philadelphia, PA (2008)-(2010)
- Learning Collaboratives Across the District - Certificate Awarded 20 Hours of Paraprofessional Training
- Professional Development Training- CSAP Training.-(Comprehensive Student Assistance Process)
- Nueva Esperanza - Philadelphia, PA (2006-2008)-Esperanza Capacity Institute - Philadelphia, PA Certificate Awarded Thirteen Hours of Organizational Capacity Building Training. -Rockhurst University -Philadelphia, PA - Continuing Education – Developing Your Emotional Intelligence.
- The McGraw-Hill Company (Education Training) - 36 - Hours Course in Business Writing and Communication.

- Rockhurst University-Philadelphia, PA - Continuing Education-The Essentials on Front Desk Receptionist,
- ARBOR Career Center- Philadelphia, PA (2001) Intensive training focusing on all aspects of Customer Service. Certificate Awarded.
- Thomas Alva Edison High School- Philadelphia, PA (1990-1994)
- Business Curriculum and General Studies. Diploma Awarded

SKILLS

- Microsoft Office: Words*Excel*Powerpoint*Outlook* Lotus Notes, Data Entry Intake Coordinator, Typing 45 wpm, E-mail & Transmittal Service
- Excellent Verbal Articulation, Bilingual: Spanish/English (fluent)
- Disciplined, detail oriented, capable of dealing with crisis contingencies. Well organized in work habits with ability to function smoothly in pressure situations.
- Self motivated and team player and attentive listener, a cooperative colleague and willing to help others

OTHER EXPERIENCE/VOLUNTEER WORK

- The Salvation Army-Tabernacle - Philadelphia, PA - 2007-2013 - Sunday School Bible Teacher / Prime Time Instructor,
- First Hispanic South Church-Adulam - Philadelphia, PA - 2004-2005 - Secretary / Sunday School Instructor
- First Christian Missionary Church - Philadelphia, PA 1999-2000 - Sunday School Instructor
- Project Youth Lead - Philadelphia, PA - 1993-1997 - Mentor / Companion