

## Skills and Qualifications

*Mission driven, hands-on, thought-leader with progressive diversified experience leading and growing nonprofit organizations through implementing strategic and data-informed operational initiatives| Executing talent strategy that promotes a diverse and inclusive workforce through interactive training and mentorship| Forge and strengthen relationships with internal teams and external business partners.*

- Outstanding public speaker and accomplished bilingual (Spanish) licensed clinician who has contributed to vision, growth, and success of medical, nonprofit, and community-based organizations.
- Grew volunteer support network by 109% in a high need area as a result of executing a multi-year resource development plan
- Established track record of relationship building with key stakeholders which contributed to a 20% increase in donor support over a one-year period.
- Vast experience improving internal control processes, budgeting revenue and expenses, streamlining operations, and increasing efficiencies by 50%.
- Demonstrated achievement advancing organizations by integrating diversity and inclusion best practices.

## Areas of Expertise

- Diversity, Inclusion, & Equity
- Project/Program Management
- Strategic Planning
- Business Intelligence
- Training & Mentorship Programs
- Performance Metric Tracking
- Fundraising
- Public Relations
- Motivational Team Leadership

## Executive Leadership Experience

**Senior Director of Strategic Partnerships**, enCourage Kids Foundation, New York, NY 11/2019 – 11/2020  
*Identified, engaged, and created external relationships and partnership within the corporate sector, schools and universities to grow business development.*

- Increased corporate support by 20% by developing strategic partnerships with external stakeholders
- Strengthened relationships with Employee Network Groups and Business Resource Groups in support of diversity, equity, and inclusivity initiatives. Increased the number of partnerships by 80%.
- Managed content for communication and marketing materials to support fundraising efforts which resulted in an increase in social media fundraising by 75%
- Oversaw Program, Volunteer and Communication teams to support change during pandemic while pivoting initiatives with an adaptive leadership framework

Make-A-Wish Foundation Metro New York and Western New York 1/2014 - 11/2019  
**Director of Medical, Volunteer, and Community Engagement** 3/2018-11/2019  
*Spearheaded the development of goals, strategies, and performance measures for making inclusive and diverse strategic decisions to enhance Make-A-Wish's reputation as a diversity leader in the non-profit sector.*

- Implemented vision and strategy that resulted in a 180% increase in volunteer support in underserved areas of Western and Metro NY.
- Developed region-wide strategic plan with executive team including benchmarks, metrics and outcome measurements
- Created and led region-wide Community and Medical Advisory Councils to execute mission through a culturally diverse lens ensuring equity in reaching every eligible child
- Lead staff development and succession planning by recruiting, hiring, training, and motivating a high performing team that meets or exceeds goals
- Received the 2015-2018 Make-A-Wish America/International chapter-wide recognition for programmatic leadership that resulted in the largest increase in medical referrals, volunteer recruitment and wishes granted in fiscal years FY15-FY18 (62 chapters throughout the country and 15 international chapters)
- Received Diversity & Inclusion Award and National Recognition by Make-A-Wish America for growing volunteer support by 109% in Brooklyn, most high needed area

## **Regional Director, Medical and Community Relations**

11/2016 - 3/2018

*Presented national guidance and program wish process to healthcare providers and community organizations to increase referrals and promote participation of healthcare facilities on all levels*

- Evaluated 100 families post wish experience in English and Spanish to enhance mission delivery and engaged 50% of these families to further connect with foundation
- Streamlined relationship between national and chapter to secure three-part segment on Make-A-Wish through Univision Network (In-Kind support \$35,000)
- Recruited Advisory Board Members for Chapter resulting in \$120,000 pledge

## **Director, Medical Outreach**

1/2014 - 11/2016

*Executed operational plans to achieve growth and quality wish delivery. Created marketing strategy around high-level medical outreach initiatives in collaboration with top hospitals in all regions*

- Reorganized the Medical Outreach Department to achieve record breaking increase of 1,001 referrals of children with life threatening conditions and ensure we reach every eligible child
- Implemented performance measurement systems to decrease wait time in eligibility and deliver high quality wish experience by 50%
- Awarded Woman of the Year by Sickle Cell and Thalassemia Patients Network 2015

## **Clinical Experience**

**Psychotherapist/ Post Graduate Fellow**, Karen Horney Clinic, New York, NY

6/2020- Present

*Providing low-cost psychoanalytic and psychotherapeutic services to support the growth of individuals with optimistic and humanistic philosophy.*

- Maintain a case load of approximately 15 patients per week
- Assess and screen clients for psycho-social needs serving parents, caretakers, and young adults with an ethnically culturally humble lens; Assign diagnosis and provide case management referral if needed
- Conduct weekly individual and family therapy for adults diagnosed with a variety of disorders that include attention deficit and behavior disorders, mood, anxiety and personality disorders.
- Collaborate with patients to create treatment plans to support their goals and objectives

**Clinician**, Western Queens Consultation Center, Queens, NY

7/2011-7/2019

*Evaluated clients for psycho-social needs, serving low-income children, teens, and adults.*

- Maintained a caseload of approximately 4-5 clients per week
- Conducted weekly individual and family therapy with children and adolescents diagnosed with a variety of disorders that include attention deficit and behavior disorders, mood, anxiety, and PTSD
- Provided play therapy to clients ranging from 10 years and younger using the Child- Centered Therapy approach

Hospital for Special Surgery, Dept. of Social Work Program, New York, NY

6/2011-12/2014

### **Program Coordinator, Charla de Lupus**

*Provided culturally sensitive psychosocial assessments, patient education and short-term psychotherapy to patients coping with lupus and their families. Collaborated on high-risk cases and adherence issues with interdisciplinary team of providers.*

- Developed and initiated program related special events for teens and young adults with lupus such as "Prom Night," "Sunshine at Work," "Gambling with your Lupus," a three-part educational series presented by physicians in various specialties
- Led the Division of Case Management, Social Work, and Admitting as the Team Captain for the annual Arthritis Foundation Walk to help raise funds (generated \$60K in 2011) which resulted in HSS being the #1 national sponsor of the Arthritis Walk

**Program Associate, Charla de Lupus**

9/2006 - 7/2011

*Provided education to patients with lupus and their families in the adult and pediatric rheumatology Ambulatory Care Clinics of HSS and Columbia Presbyterian.*

- Aligned and fostered connections within the community, advocating others about lupus and other health/wellness initiatives. Implemented strategic plans that aligned with organizational and individual patient goals/objectives.

## **Volunteer Leadership Positions**

National Association of Social Workers

### **President**

7/2020- Present

- Provide leadership and direction for executive board, 12 committees and membership of 5,000 Social Workers.
- Successfully planned and executed annual GALA, virtually, bringing in attendance of over 300 members.

Prospanica, New York

### **Vice President of Education**

- Empowered and enabled LatinX professionals that achieve full educational, economic, and social potential by facilitating webinars and trainings that matched 19 mentors to mentees.

Latino Social Work Coalition

### **Treasurer**

- Oversaw budget of \$100,00 for organization empowering Latino Social Workers to pursue excellence in education and clinical practice.

## **EDUCATION**

New York University, Silver School of Social Work, New York, NY

6/2014

**Post Masters in Clinical Adolescents**

**Masters in Social Work Degree**

5/2011

CUNY Baruch College, New York, NY

8/2006

**Bachelor of Arts Degree in Corporate Communications and Adolescent Development**

**Minor in Organizational Psychology**