

mission and reinforce the differentiating aspects that set Westside apart from its competitors. These broad marketing efforts lead not only to the attraction of new patients but to the expansion and creation of new physician relationships and markets.

I search and recommend market areas/events that Westside has not been a part of, and ensure we become involved to continue to educate and communicate with all referral sources of our multi-disciplinary approach, our services and clinics. With my, 8 plus years of direct field experience, I have brought new ideas, events, and key relationships to collaborate and work with Westside. I have increased the referral of leads on a consistent basis, that facilitated the space expansion of an existing clinic. Delivered messages to external parties that emphasized the quality and values that is in our company's culture and the services we offer to the community. The Regional Outreach Director works closely with the entire marketing team to help align strategies and expand Westside's outreach and overall companies' goals.

4/2018 – 3/2019 Caravel Autism Health Naperville, IL
Clinical Outreach Manager

Expand Caravel Autism Health's clinical reach by locating, developing, and initiating relationships with pediatricians and other healthcare professionals and their office staff to build awareness of autism, early intervention, and ABA treatment.

Develop new relationships with pediatricians and other healthcare professionals and their office staff through in person meetings, cold calls, phone calls, letter writing, emails, and other digital networking.

Develop new relationships and maintain existing relationships with pediatricians and other healthcare professionals and their staff to develop referrals of patients seeking evaluation or treatment for children on the autism spectrum.

Maintain referral relationships by following up on meetings, previous referrals, results of diagnostic evaluations and progress referred clients are making in treatment.

Develops, maintains, and improves community relationships through presentations, conferences, networking, and active membership in organizations.

Responsible for creating and maintaining a positive presence throughout assigned region.

4/2011 – 12/2017 Autism Home Support Services Northbrook, IL
Family Support Coordinator

Provided clients with information regarding our company, process, services, and additional information for my region. As the Family Support Coordinator, my responsibilities included helping families thru the intake process, verifying insurance, ensuring the appropriate paperwork was provided for the insurance process. Once the clients begin ABA services, I work with the clinical team, management, and other departments to collaborate to maintain strong relationships with our clients. As the Family Support Coordinator, I continued to support the families and the clinical team with any client concerns or issues to ensure client satisfaction. I also assist all Spanish speaking clients thru the process, as the only Spanish Speaking Family Support Coordinator.

I was also responsible for building and maintaining key business relationships in the autism community, with outside agencies/providers, schools, physicians, and others (such as pediatricians, diagnosticians, support groups, educators, etc.) to provide information and resources regarding ABA, our company and our process. Thru these business developments and relationships, I maintained great business referrals.

3/2006 – 1/2009 Tranquility Day Spa, Inc Naperville, IL
Manager/Owner

Oversaw all areas of the business from the day to day, recruiting, training, employee relations, new business development, marketing, sales, payroll, inventory, scheduling, client complaints and much more.

Maintain all the legal requirements for the business as well as the staff.

10/2002-11/2003 General Binding Corp. Addison, IL

Human Resources Director

Member of the Executive Team for the Laminating Division.
Oversaw all Human Resources functions related to recruitment, training, benefits, employee relations and safety for 6 facilities including two international locations
Coordinated and wrote Employee Handbook for the Korea facility in accordance with Korean rules and laws
Managed employee relations issues across multiple shifts & facility operations
Counseled employees and management on employee relations issues related to job performance, compensation, employee development, career planning, safety, corrective actions, and other employee relations issues in accordance with company policies and/or state and federal laws
Liaison between corporate and each facility to implement/coordinate the various programs to improve each business unit. Related to retention, recruitment strategy and processes, reward initiatives, training and streamlining some of the policies
Member of the ISO team initiatives
Implemented an employee forum to review employee related issues and feedback.
Counseled supervisors and managers through corrective actions, termination, and the administration process
Investigated employee relations matters such as sexual harassment and/or discrimination claims, corrective actions, or any other employee relations issues
Implemented and coordinated a train the trainer team lead/supervisor training program.
Translated all documents into Spanish as well as served as translator for all employee meetings
Assisted with restructure and reduction of the workforce selection process and communications

3/2001 - 10/2002 Tellabs Bolingbrook, IL

Human Resources Manager

Strategic Partner to the manufacturing and distribution center management team.
Provided Human Resources support to 15 supervisors, 10 managers, Plant Manager, Director of Manufacturing and Distribution Center Manager.
Provided HR services to 550 hourly employees.
Managed employee relations issues across a three-shift operation and multiple facilities.
Implemented changes to improve and achieve business results.
Counseled supervisors and managers through corrective counseling, termination process and administration.
Investigated employee relations matters such as sexual harassments, discrimination claims and corrective actions.
Performed all the HR functions to service my customer groups. This included tracking Leaves of Absences, involved with the safety committee, Training Team, evaluating the performance management programs and metrics as well as directly involved with the manufacturing tactical planning.
Assisted employees with benefits, compensation, training and employment inquiries and concerns.
Evaluated and recommend process improvements within the HR department as well as within the manufacturing division.
Provided Policy Training to all new manufacturing management.
Tracked turnover monthly.
Facilitated training sessions for supervisors and managers on interviewing skills, conducting effective evaluations and knowledge of Human Resources laws.
Implemented a Team Leader Program within the manufacturing division. This included a selection process, training, and rollout of the program
Assisted with restructure and reduction of the workforce selection process and communications

9/1998 - 2/2001 **Prairie Packaging, Inc** **Bridgeview, IL**
Human Resources Manager
 Oversaw and managed all aspects of Human Resources for an off-site manufacturing facility of 450 employees (including direct reports)
 Provided Human Resources support to 35 supervisors and managers
 Counseled supervisors and managers through corrective counseling and terminations
 Assisted employees with benefits and employment inquiries and concerns
 Facilitated training sessions for supervisors and managers on interviewing skills, conducting effective evaluations and knowledge of Human Resources laws
 Maintained workers compensation log and status of injured employees
 Processed and investigated all unemployment, sexual harassment and EEOC claims
 Processed and tracked all Leaves of Absences
 Recruited for entry level, technical and management positions
 Developed and maintained relationships with temporary and recruitment agencies
 Tracked turnover on a quarterly basis
 Proposed and implemented an on-site English as a Second Language program
 Implemented policies and procedures for the various departments
 Developed and implemented employee appreciation programs and an employee safety committee
 Translated all Human Resources documents into Spanish including the employee handbook.

6/1996 - 9/1998 **Rodgers Engineering Corp.** **Addison, IL**
HR Coordinator
 Screened, interviewed, and recruited for all positions
 Conducted all employee orientations and processed all new hire paperwork
 Wrote and updated job descriptions
 Processed and tracked all Leaves of Absences
 Managed all the 401(k), unemployment and workers compensation claims
 Counseled and guided supervisors and managers on corrective disciplines
 Administered all terminations
 Developed and implemented an employee appreciation program
 Coordinated all the English as a Second Language classes
 Translated all Human Resources documents into Spanish

3/1993 - 5/1996 **Robert Morris College** **Chicago, IL**
Admissions Counselor
 Provided prospective students and parents with information on the college, financial aid, scholarships, and curriculum offered
 Assisted the students in completing the financial aid forms and obtained all the supporting documentation required to process the request
 Coordinated attendance at registration and orientation for successful enrollment
 Provided senior management with statistical reports on prospective students

Languages Fluent in English & Spanish

Education Bachelor of Arts in Sociology
 University of Wisconsin- Madison 1992

Certificates: **Master IEP Coach/Advocate**

References Available Upon Request