

# CHRISSEY CRUZ M.ED., ED.S.

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Teaching E-Portfolio: <https://www.ccprofessionalportfolio.com>

## KEY SKILLS

- 12 years of University Teaching Experience
- Lecturer, University of Miami
- Instructor, UCF Nicholson School Communication and Media
- Instructor, UCF Global

## EDUCATION

**Master of Arts in Mass Communications and Public Relations** December 2024  
College of Journalism and Communication, 4.0/4.0  
University of Florida, Gainesville, Florida

**Specialist in Education** May 2014  
University of Florida, Gainesville, Florida, 3.53/4.0

**Master of Education** May 2014  
University of Florida, Gainesville, Florida, 3.53/4.0

**Bachelor of Arts, Philosophy** June 2009  
University of Florida, Gainesville, Florida

## UNIVERSITY TEACHING EXPERIENCE

**Lecturer, University of Miami** July 2024 – Present  
Intensive Language Institute, Division of Continuing and International Education  
University of Miami, Miami, Florida

- Educate students asynchronously to refine oral communication via interactive activities and authentic academic contexts
- Educate students on teaching and learning methodologies in cross-cultural higher education settings
- Integrate communication and teaching skills through role-play scenarios, and group discussions
- Teach custom courses for the Division of Continuing and International Education tailored to diverse adult learners.
- Implement innovative online teaching methodologies to facilitate effective remote learning

**Instructor, UCF Global, Oral Communication for International Teaching Assistants** July 2024 – Present  
UCF Global, College of Graduate Studies  
University of Central Florida, Orlando, Florida

- Teach graduate course for Masters and Doctoral for international teaching assistants, with focus on student learning and motivation, integrated course design, teaching pedagogies, assessment and feedback, course climate, and faculty career development.
- Utilized interactive teaching techniques and technology-enhanced learning tools to create an engaging and supportive environment, promoting active participation and confidence in oral communication.
- Assessed students' oral proficiency through regular evaluations and provided individualized feedback, enabling continuous improvement and effective communication in academic and professional settings.

**Adjunct Instructor, PUR4000H, Honors Public Relations** January 2025 – Present  
UCF Nicholson School of Communication and Media  
University of Central Florida, Orlando, Florida

- Educate on key topics such as PR historical contexts and today's practices, diversity and inclusion, branding, and crisis communication, with an emphasis on practical application and strategic thinking.
- Guide students in creating and presenting a PR Plan Team Presentation, integrating concepts from strategic campaigns, audience and relationship management, and creative content development for comprehensive PR strategies.
- Lead interactive sessions on writing for PR, research and evidence-based practices, and measurement and evaluation, equipping students with skills essential for crafting effective PR campaigns.
- Encourage students to explore the future of public relations through discussions on careers and specializations and the evolving role of PR in addressing global, technological, and societal challenges.

**Adjunct Instructor, SPC1608, Fundamentals of Oral Communication**

January 2025 – Present

UCF Nicholson School of Communication and Media  
University of Central Florida, Orlando, Florida

- Teach mixed-mode course, guiding students to craft and deliver Informative, Persuasive, and Impromptu speeches, focusing on refining their ability to engage and connect with diverse audiences effectively.
- Provide detailed feedback using a comprehensive rubric evaluating factors such as topic selection, audience analysis, message design strategy, linguistic macrostructure, and bookended introductions and conclusions.
- Coach students on delivery techniques, including eye contact, open body orientation, vocal variety, and volume control.
- Emphasize the importance of research, source evaluation and citation, and the effective use of presentation aids.
- Teach effective audience analysis to adapt content and delivery to diverse listeners, promoting rhetorical effectiveness.

**Adjunct Instructor, SPC1603H, Honors Fundamental of Technical Communication**

August 2024 – December 2024

UCF Nicholson School of Communication and Media  
University of Central Florida, Orlando, Florida

- Taught STEM students the application of communication theories in technical public speaking contexts.
- Guided honors students in mastering the preparation and delivery of complex technical information, enhancing their public speaking skills with an emphasis on clarity and precision.
- Integrated advanced communication strategies into the curriculum, providing students with rigorous, honors-level challenges in the articulation of technical concepts to diverse audiences.
- Fostered critical thinking through the analysis of technical presentations, refining students' communication techniques.

**Adjunct Instructor, COM4110, Business and Professional Communication**

August 2024 – December 2024

UCF Nicholson School of Communication and Media  
University of Central Florida, Orlando, Florida

- Designed and taught asynchronous Business and Professional Communication course for communication majors, covering comprehensive topics, including Communicating at Work, Interpersonal Skills, and Principles of Interviewing, to equip students with practical workplace communication skills.
- Integrated Padlet and final E-Portfolios for assignments like Effective Meetings, Leading and Working in Teams, and Verbal and Nonverbal Messaging, fostering collaborative learning and hands-on application of course concepts.
- Developed projects such as Resume Development, Cover Letter Writing, LinkedIn Profile Creation, and Business Strategy Plans, ensuring alignment with learning outcomes related to professional branding and career preparation.
- Guided students through the process of creating and delivering business presentations, covering topics such as Types of Presentations and Their Audiences, Organizing and Supporting Presentations, and Delivery Techniques, enhancing their ability to communicate effectively in professional settings.

**Instructor, UCF Global, Cross-Cultural Communication**

May 2024 – Present

UCF Global  
University of Central Florida, Orlando, Florida

- Instruct Cross-Cultural Communication course, guiding international students to achieve learning outcomes such as enhanced intercultural communication skills, increased cultural awareness, and improved ability to navigate diverse cultural contexts.
- Spearhead a comprehensive course redesign, integrating Quality Matters national standards of effective course design.
- Develop and implement a cross-cultural final project, facilitating collaboration between UCF students and peers in Latin America, fostering global connections and cultural exchange.
- Facilitate students' exploration and research of world cultures, fostering global diversity and cross-cultural communication.

**Instructor, UCF Global, Business and Professional Communication**

July 2024 – Present

UCF Global  
University of Central Florida, Orlando, Florida

- Designed and instructed business and professional communication courses for international students, focusing on practical language skills and cultural competence in professional settings.
- Integrated real-world business scenarios and case studies into the curriculum to enhance students' understanding of professional communication practices and their application in a global context.
- Provided personalized feedback and mentorship to students, fostering their growth in language proficiency and professional communication skills essential for success in the international business environment.

**Instructor, UCF Global, Advanced Communication Skills**

October 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Teach Advanced Communication Skills course, emphasizing the development of oral proficiency through interactive activities, discussions, and presentations.
- Implement a curriculum that focuses on honing students' ability to express themselves verbally in various contexts, fostering effective communication in academic and professional settings.
- Facilitate oral communication exercises, including role-plays, debates, and public speaking opportunities, to enhance students' confidence and fluency in spoken English.
- Provide personalized feedback on students' oral communication skills, fostering clarity, coherence, and impactful delivery.

**Instructor, UCF Global, Advanced Debate**

January 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Lead Advanced Debate sessions, concentrating on refining students' communication skills through persuasive arguments, critical thinking, and public speaking.
- Emphasize effective communication strategies in debate, encouraging students to articulate their perspectives with clarity, coherence, and persuasive language.
- Organize mock debates and tournaments to enhance students' ability to communicate complex ideas under pressure while honing their debating skills.
- Provide constructive feedback on communication techniques, logical reasoning, and presentation skills, guiding students towards more effective and impactful verbal communication.

**Instructor, UCF Global, Advanced Writing**

October 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Lead Academic Writing sessions focused on developing students' communication skills in written form, emphasizing clarity, coherence, and effective expression of ideas.
- Provide personalized feedback on written assignments, guiding students in refining their communication through written expression and language accuracy.
- Integrate collaborative writing projects to encourage communication within the writing process, fostering teamwork and shared responsibility for effective communication.
- Utilize technology tools for collaborative editing and peer review sessions, enhancing students' ability to communicate ideas through written discourse.

**Instructor, UCF Global, Academic Reading**

October 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Develop and execute Academic Reading curriculum centered on improving students' communication through critical analysis and interpretation of diverse texts.
- Foster communicative skills by facilitating group discussions, encouraging students to articulate their interpretations, and engaging in dialogue about literary themes.
- Incorporate reading comprehension activities that require students to articulate their understanding of texts, promoting effective verbal expression of ideas.
- Organize reading circles and collaborative projects to enhance communication skills through shared insights, fostering a communicative approach to literary exploration.

**Instructor, UCF Global, Grammar**

October 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Conduct interactive grammar sessions, incorporating communicative activities to reinforce key concepts and promote practical application of grammatical rules.
- Facilitate group discussions on language nuances and usage, encouraging students to communicate effectively while navigating grammatical complexities.
- Offer targeted communication-focused grammar clinics, addressing individual challenges and providing practical strategies for improving language accuracy.

**Instructor, UCF Global, English for International Business**

August 2023 – Present

UCF Global

University of Central Florida, Orlando, Florida

- Utilize QM Standards to design a specialized English for International Business curriculum, placing a strong emphasis on enhancing students' communication skills in professional contexts.
- Integrate business and professional communication strategies, case studies, and role-plays to develop students' ability to communicate effectively in international business environments.
- Conduct discussions on cross-cultural business communication, negotiation tactics, and business etiquette, fostering students' communicative competence in diverse business settings.
- Collaborate with industry professionals to bring real-world insights into the classroom, bridging the gap between theoretical knowledge and practical application in international business communication.

**Adjunct Professor, CLP 102, Making Any Major Marketable**

January 2023 – April 2023

Rollins College, Winter Park, Florida

- Teach students enrolled in the liberal arts effective marketing and personal branding techniques
- Redesign course to incorporate Design Thinking methodology and Designing Your Life text and activities
- Design learning activities that address the core aspects of presentation, including audience, delivery, message, and the visual story
- Mentor students in the development of a résumé, cover letter, LinkedIn profile, marketing skills, interviewing techniques, job search strategies, networking skills, salary negotiation, professional etiquette, and personal branding

**Instructor, IDS 6513, Preparing Tomorrow's Faculty- Instructional Communication**

September 2021 – August 2022

UCF Faculty Center for Teaching and Learning

University of Central Florida, Orlando, Florida

- Teach graduate course for Doctoral, Master's and Post-Doc. students on teaching communication methods
- Prepare faculty in creation of teaching portfolios: teaching philosophy, C.V., teaching artifacts, and dossier websites
- Educate GTA's on effective teaching and communication at the university level
- Educate on teaching pedagogies, educational technology, and teaching methods
- Teach about communication techniques, interactive lecture, presentation skills, and Socratic questioning
- Design lessons, presentations, and activities in alignment with learning outcomes
- Teach on design of university courses; syllabus, schedule, lesson plans, and learning activities
- Teach course design methods such as Backwards Design and the Universal Design for Learning
- Educate on active-learning, flipped classroom, inquiry-based, case-based, problem/project-based learning
- Teach on educational psychology principles- behavioral, cognitive, social, and humanistic approaches to student motivation
- Instruct on designing rubrics to measure attainment of student learning outcomes
- Lead faculty to create diagnostic, formative, summative, and authentic assessments
- Foster use of Bloom's Taxonomy of Educational Objectives to create student learning outcomes
- Educate on effective and inclusive classroom management techniques

**Adjunct Professor, LDR 3950, Leadership Studies Capstone**

August 2020- April 2023

LEAD Scholars Academy

University of Central Florida, Orlando, Florida

- Taught LDR2001 Foundations of Leadership and LDR 3950 Leadership Studies Capstone in the LEAD Scholars Academy
- Designed and taught career development curriculum, assignment rubrics, lesson plans, lectures, and active-learning activities
- Educated students on career and professional development, leadership theoretical frameworks, leadership identity development, ethical decision-making, organizational behavior, motivation, and group dynamics
- Taught on the Social Change Model of Leadership Development and practical applications
- Taught students how to synthesize coursework, service-learning, leadership theoretical frameworks, and career development
- Designed course to incorporate active-learning strategies, Team-Based Learning (TBL), and innovative technologies
- Taught on the relationship between leadership, professionalism, and career development
- Educated students on the creation of a Leadership and Career Development E-Portfolios for branding and marketing
- Taught students how to write a leadership and career development final paper, locate peer-reviewed academic journals, create a literature review, and implement APA style formatting

**Adjunct Professor, LDR 3950, Foundations of Leadership**

August 2020- August 2022

LEAD Scholars Academy

University of Central Florida, Orlando, Florida

- Educate students on leadership theoretical frameworks and leadership identity development
- Teach on leadership styles: Servant, Transformational, Transactional, Authoritarian, Situational-Contingency, Behavioral, Leader-Member Exchange Theory, Adaptive, and Strengths-Based
- Develop and deliver lessons on leadership assessment, ethical leadership, emotional intelligence, effective communication, power dynamics, conflict resolution, and group dynamics
- Develop course modules, inclusive of unit-by-unit learning outcomes, lessons, and multimedia by utilizing the national Quality Matter course design and rubric standards
- Promote civic engagement opportunities for the UCF community
- Utilize Strengths Quest, MBTI, VIA, and True Colors to assess leadership identity awareness
- Teach on the Social Change Model of Leadership Development and practical applications
- Teach students about the intersection of leadership and gender, culture, race, and identity
- Teach students how to locate peer-reviewed academic journals, create a literature review, and implement APA style formatting to write a university-level leadership research paper

**Adjunct Professor, UMass Boston, Global Citizenship**

June 2020 – August 2021

University of Massachusetts Boston

Massachusetts, Boston

- Delivered synchronous instruction to 140 international students from over 35 countries enrolled in MLLC 390 Global Citizenship in the Dept. of Modern Languages, Literature, and Culture
- Prepare students to be social change agents and active citizens in a global society via the implementation of global citizenship principles, commitment to peace, human rights, and sustainable development
- Educate students regarding intercultural communication, cultural diversity, social identity, and globalization in its economic, political, and cultural dimensions
- Teach students the developmental process of skills necessary to secure a more just, peaceful, tolerant, and inclusive world
- Instruct students regarding global citizenship as a lens through which students examine various aspects of life in the complex, globalized world of the 21st century
- Promote critical-thinking and the exploration of the contextually unique challenges of our time and the subsequent considerations to improve humanitarian conditions locally and globally
- Utilize online course tools such as Zoom, Breakout Rooms, Polls, and Videos to enhance course lesson plans

**Instructor, American Collegiate Live- Career Accelerator Program**

March 2020 – August 2021

International Student Pathway Program, Shorelight Education (Virtual)

- Taught career development course to undergraduate students worldwide in various countries
- Mentored students in their pathway program as they pursue college credit in the United States
- Taught students about career development strategies, career exploration and decision-making, resume and cover letter development, and industry trends
- Utilize global career development competencies and intercultural communication to teach diverse populations
- Mentored international students in developing career e-portfolios and professional development skills

**Adjunct Professor, SLS 1501, Career and Professional Development, UCF Global**

January 2019 – August 2021

UCF Global

University of Central Florida, Orlando, Florida

- Educated first-year international students enrolled in Global Achievement Academy, equipping students for academic success and integration in United States higher learning institutions
- Designed internationalized curriculum, lectures, and active-learning activities that align with global competencies
- Increased international student global career development, professional development, marketability, and employability
- Taught students about career development theories, information literacy, critical thinking, goal attainment, career exploration and decision-making, building academic skills, and strengthening soft skills
- Led active-learning classroom activities that celebrate and foster inclusivity and diversity
- Taught and improved student college-level writing via creation of literature reviews and academic research papers

**Adjunct Professor, UCF Global, Strategies for Success in College**

January 2019 – August 2021

UCF Global

University of Central Florida, Orlando, Florida

- Educated over 200 undergraduate students in SLS 1501 Strategies for Success in College
- Internationalized SLS 1501 curriculum for College of Community Innovation and Education
- Taught student success strategies such as career and professional development, business writing, resume development, professional communication, job search strategies, internship search strategies, interpersonal communication, group dynamics, teamwork and collaboration, goal attainment, and resilience
- Created career-focused course lesson plans and lecture in alignment with student learning outcomes
- Fostered inclusivity by generating an enhanced sense of belonging and motivation for marginalized students

**Adjunct Professor, College of Business, Business Interviewing Techniques**

November 2017 – December 2018

UCF College of Business

University of Central Florida, Orlando, Florida

- Designed and delivered a comprehensive course, GEB 4223, Business Interviewing Techniques, providing students with practical insights into effective interview strategies and communication skills.
- Implemented mock interview sessions, enabling students to practice and refine their interviewing techniques while receiving constructive feedback for continuous improvement.
- Incorporated industry trends and employer expectations to ensure students were well-prepared for various interview formats, including behavioral and case interviews.
- Fostered a collaborative learning environment, organizing guest speaker sessions with professionals to share real-world experiences and insights into successful interviewing practices.

**Adjunct Professor, College of Business, Executing Your Career Plan**

November 2017 – December 2018

UCF College of Business

University of Central Florida, Orlando, Florida

- Taught GEB 4004, leading students in creating personalized career development strategies aligned with professional goals.
- Facilitated interactive workshops on goal setting, resume building, and networking to empower students in executing actionable steps towards their desired career paths.
- Integrated case studies and real-world examples to illustrate effective career planning and decision-making, emphasizing adaptability in the ever-evolving professional landscape.
- Provided student mentoring on job search strategies, leveraging professional networks, and navigating career transitions.

**Adjunct Professor, College of Business, Career Development and Financial Planning**

November 2017 – December 2018

UCF College of Business

University of Central Florida, Orlando, Florida

- Taught GEB 3006, equipping students with essential skills for managing their careers and financial well-being.
- Integrated financial literacy components into the curriculum, educating students on budgeting, investing, and financial planning for long-term career success.
- Collaborated with industry experts and financial professionals to provide students with practical insights into managing personal finances throughout their professional journeys.
- Established a supportive learning environment, encouraging open discussions on financial goals, career aspirations, and the intersection between personal finance and professional development.

**Adjunct Professor, College of Business, Career Professionalism**

November 2017 – December 2018

UCF College of Business

University of Central Florida, Orlando, Florida

- Led the GEB 3003, Career Professionalism course, emphasizing the importance of professional etiquette, effective communication, and ethical behavior in the workplace.
- Developed modules on workplace ethics, corporate culture, and interpersonal skills, fostering a foundation of professionalism essential for career success.
- Organized industry panels and networking events to connect students with professionals, facilitating opportunities for mentorship and exposure to diverse career paths and provided guidance on digital professionalism, including online branding and social media etiquette, preparing students for the modern landscape of professional communication and networking.

**Adjunct Professor, SLS 1501, Strategies for Success in College**

January 2018 - Present

UCF College of Community Innovation and Education

University of Central Florida, Orlando, Florida

- Educated over 200 undergraduate students in SLS 1501 Strategies for Success in College
- Internationalized SLS 1501 curriculum for College of Community Innovation and Education
- Maximized student career-readiness, leadership, retention, time-management, financial literacy, and test taking skills
- Educated on application of critical thinking skills towards diversity and social justice issues
- Increase student motivation, time-management, self-reflective techniques, career-readiness, financial literacy, oral presentation strategies, and test taking skills

**Adjunct Professor, SLS 1301, Life and Career Development**

November 2014 – November 2017

Student Development and Leadership

Santa Fe College, Gainesville, Florida

- Taught 270+ students in SLS1301 Life and Career Development, and SLS1101 College Success
- Designed course curriculum, lesson plans, syllabi, PowerPoints, lectures, and classroom activities
- Educated students on job-seeking techniques, resume writing, interviewing networking, career exploration, diversity in the workforce, ethical concerns, and company culture
- Facilitated career decision-making process and equipped students with the necessary workforce skills in the 21st century
- Instructed students on career development topics: first-year student experience, choosing a major, time management, emotional intelligence, MBTI, learning styles, leadership, critical thinking, study skills, and effective test-taking
- Managed classroom discussions, activities and assessments that explore personalities, interests, abilities and values that developed their self-awareness and ability to make informed career decisions
- Taught students to create career development e-portfolios as a comprehensive assessment of learning outcomes

**Adjunct Professor, SLS 1301, College Success**

November 2014 – November 2017

Student Development and Leadership

Santa Fe College, Gainesville, Florida

- Taught over 270+ students enrolled in the College Success course
- Developed a comprehensive curriculum for course, focusing on essential college success strategies, including time management, study skills, and goal setting.
- Created engaging and interactive lesson plans that catered to diverse learning styles, ensuring students acquired practical skills to thrive academically.
- Implemented active learning techniques to enhance student engagement and retention in the College Success course.
- Established a supportive and inclusive classroom environment, fostering open communication and collaboration among students to promote academic success.
- Offered personalized academic advising to students, guiding them in setting academic goals, selecting courses, and navigating the college experience.

**Instructor, SDS 4410, Interpersonal Communication Skills**

August 2012 – August 2013

College of Education

University of Florida, Gainesville, Florida

- Educated 100+ students in SDS 4410 Interpersonal Communication Skills on dynamics of effective communication and the usage of a large repertoire of skills to adapt to various communication contexts
- Increased classroom awareness on topics such as intercultural communication, the effect of context in communication, the establishment of productive working relationships, both formal and informal, and multicultural sensitivity
- Instructed students on surveying the fundamentals and examination of issues within theories of communication
- Prepared classroom discussions, PowerPoint presentations and group projects to increase student success

**Instructor, SDS 3482, Stress and Anxiety Management**

August 2012 – August 2013

College of Education

University of Florida, Gainesville, Florida

- Educated 50+ students enrolled in SDS 3482 Stress and Anxiety Management on utilizing coping skills for navigating stress
- Taught wellness topics such as interpreting the nature and causes of stress, differentiation of responses, techniques for effective stress management, and generating personal growth and self-awareness
- Managed 10 student group presentations while meeting weekly to maintain progress and goals
- Designed presentations, learning activities, and logged daily classroom attendance and course grades

## HIGHER EDUCATION ADMINISTRATION EXPERIENCE

### **Project Manager for Student Success**

Crede Higher Education Consulting Firm  
North Carolina

May 2023 – October 2023

- Manage student success and retention projects with higher education institutions nationwide, supporting the execution of tailored strategies that maximize positive outcomes for colleges and universities
- Serve on Student Success Execution Team and cross-functional teams composed of Higher Education Consultants, College Presidents, and President's Cabinets, fostering communication and leveraging collective expertise to drive student engagement and persistence
- Manage project progress regarding comprehensive student support initiatives, including FYE programs, career development services, peer mentoring programs, high-impact practices, and targeted academic support, effectively enhancing student learning and bolstering retention rates across partner institutions
- Monitor and assess program efficacy through ongoing evaluation and feedback, enabling evidence-based decision-making and strategic adjustments to align with evolving student needs and the overarching goals of client colleges and universities

### **Associate Director of Career Advising**

Rollins College, Winter Park, Florida

August 2022- April 2023

- Serve as lead career advisor and professional development resource for domestic and international students by providing one-on-one advising with all phases of career development including assessment, major exploration, career exploration and industry research, identification of appropriate internship opportunities, job search skills, and graduate school
- Hire, train, supervise, and mentor Assistant Director of Internship Advising, Graduate Assistants and Career Ambassadors
- Mentor student employees on how to represent our center and communicate effectively with the public during outreach
- Manage the development and implementation of comprehensive career readiness programming and resources for students and alumni, including graduate school, internships, and job searches.
- Manage communication with the public, including faculty, staff, administration, and interdepartmental stakeholders
- Serve as primary contact for all outreach presentation requests, including classroom visits and student organizations
- Manage all outreach requests and respond to information from constituents, building strong relationships across campus
- Present and create innovative workshops and presentations on personal branding and marketing, networking, resume writing, interview skills, job/internship search strategies, and graduate school exploration
- Collaborate with marketing department to create marketing collateral to promote the center via photography and statements

### **Faculty Instructional Specialist**

Faculty Center for Teaching and Learning  
University of Central Florida, Orlando, Florida

September 2021 – August 2022

- Manage faculty career and professional development programs on obtaining tenure and promotion, C.V. writing, faculty E-Portfolio development, effective teaching methods, curriculum and course design, and dossier preparation
- Manage professional development programs: teaching methods, integrative course design, curriculum development, teaching with technologies, classroom management, and assessments
- Lead career development trainings on curricular integration of NACE Career-Readiness competencies
- Design, develop, and deliver in-person and online educational training programs for faculty across disciplines about faculty career trajectory, gaining tenure, and earning university teaching awards
- Present workshops and train faculty members on professional development during Summer and Winter Conferences
- Design and deliver blended learning and instructor-led trainings and teaching and learning topics
- Utilize educational technology and adult learning theories to design curriculum
- Lead workshops and facilitate faculty interdisciplinary learning communities on teaching with technologies, teaching strategies, curriculum and course design, and classroom management
- Develop university-wide Foundations of Teaching and Learning course on Canvas LMS
- Lead Technology Tuesday sessions on creative technologies such as Adobe Creative Cloud and Backward Design process
- Provide faculty support through consultations/workshops on class management, teaching with technology, designing assessments, and trending topics in higher education
- Conduct class observations and debriefing sessions for faculty members across disciplines



*UCF Global, Shorelight Education*

- Managed and created all operations of Global UCF Career Accelerator, an international education pathway program career services division that equips 1,000 F-1/J-1 international students from 70+ countries to excel professionally
- Conducted 200+ one-on-one career counseling sessions with international students and alumni
- Led career coaching sessions on career exploration, resume and cover letter writing, CPT/OPT, industry research, internship, co-op, and job searches, graduate school, business development, and entrepreneurship
- Created and delivered 50+ career development workshops on professionalism, business writing, entrepreneurship, graduate school preparation, resume writing, interview skills, job and internship search strategies, and networking
- Recruited, trained, and supervised 25 Career Ambassadors on career advising, outreach presentations, and staff development
- Conducted project management for program curriculum, certificate, workshops, programming, and program evaluation
- Created Global Professional Certificate and Knights in Shining Armor Program, awarded to 130 Global UCF students
- Organized career and cultural events, student trips, and International Education week events with a yearly budget of \$100,000
- Presented at new student orientations, parent orientations, recruitment sessions, familiarization tours, and staff trainings
- Led outreach presentations to campus classrooms, student organization meetings, and residence halls
- Created career development marketing materials: flyers, handouts, brochures, student testimonials, and microsite
- Partnered with Director of Student Services, Academic Affairs team, and UCF campus partners
- Presented recruitment information sessions and transnational webinars with agents in Latin America, Vietnam, Brazil, Colombia, Ecuador, China, Taiwan, Turkey, China, India, Honduras, and Canada

*National Program Manager Role:*

- Promoted to National Career Accelerator Manager for 20 undergraduate United States university partnerships
- Recruited, onboarded, trained, and supervised full-time Career Advisors and part-time student Career Ambassadors
- Developed and delivered career development workshops across 20 university partnerships
- Communicated with campus managing directors and staff for university project implementations and execution
- Advised F-1 and J-1 international students on curricular practical training (CPT) and occupational practical training (OPT) legal guidelines and employment authorization in the US as well as GoinGlobal and MyVisaJobs resources
- Conducted one-on-one career counseling sessions on personality assessments, major and career exploration, industry research, internship/externship preparation, networking, and job search strategies
- Managed virtual and in-person Handshake career advising appointments
- Developed curriculum and courses specific to career development, access, and diversity, equity, and inclusion (DEI)
- Coached students resulting in full-time job offers at Microsoft, Facebook, Apple, Siemens, Lockheed Martin, Disney World, Universal, and Fortune 500, top-tier companies worldwide

**Career Coach**

November 2017 – December 2018

College of Business Administration  
University of Central Florida, Orlando, Florida

- Conducted 1,500+ career coaching sessions with 8,500+ Management, Entrepreneurship, Economics, Real Estate, Marketing, International Business, Finance, Accounting, Integrated Business, Professional Selling, and Sports Management students
- Taught Career Professionalism Series lessons: GEB 3006 - Introduction to Career Development and Financial Planning, GEB 3005 - Career Search Strategy, GEB 4223 - Business Interviewing Techniques and GEB 4004 - Executing Your Career Plan
- Served on Management Department and Integrated Business faculty meetings
- Maximized OPD exposure by presenting outreach workshops across campus, student organizations and classrooms
- Led one-on-one job and internship strategy sessions, targeted resume development, targeted mock interviews, LinkedIn profile creation, networking strategies, and interview skills sessions
- Taught 80+ professional development workshops and created career development curriculum: Resume Development, Interviewing, Networking, Professional Etiquette, LinkedIn, Career Fairs, and Leadership Strategies
- Increased employer outreach and cultivated strong employer relationships, increasing student job and internship attainment
- Presented at FTIC Student Orientation, Transfer Orientations, Open House, and campus-wide information sessions

**Career Resource Associate**  
Career Resource Center  
Santa Fe College, Gainesville, Florida

October 2016 – November 2017

- Coached students in 73+ majors on educational and career planning, increasing student employability
- Supervised, trained, and developed undergraduate interns and federal work-study students
- Led job and internship search sessions, resume and cover letter critiques, mock interviews, and career exploration sessions
- Taught networking workshops, increasing student connection to top-tier employers
- Educated students on target careers and relevant job market by utilizing the Bureau of Labor Statistics Occupational Outlook
- Administered personality assessments: Myers-Briggs Type Indicator, Holland Personality Codes, and My Plan
- Lead career exploration sessions utilizing the Occupational Outlook Handbook, Career One Stop, and O\*net
- Maximized exposure on campus by presenting at Career Fairs, New Student Orientation, and Career Readiness workshops

**English Language Partner**

Intensive English Program  
University of Florida

January 2013 – August 2014

- Taught international students enrolled in UF's Intensive English Program about the English language and US culture
- Led English language practice sessions that complement Listening/Speaking instructor daily lesson plans
- Planned activities, language games, and discussions supporting the classroom learning objectives
- Planned events and trips outside of Gainesville as part of the ELI's Cultural Immersion Program (CIP) and lead Weekday Activities after classes to provide students with extensive English practice
- Increased student engagement in the community through authentic language acquisition skills and cultural experience
- Lead weekend trips as part of the Cultural Immersion Program and lead cultural events that provide a myriad of opportunities for daily authentic language and cultural exchange experience

**Career Development Coach**

Career Resource Center  
University of Florida

August 2013 – October 2014

- Conducted 1,000+ career coaching appointments for UF undergraduate, graduate and alumni students enrolled in over 100 undergraduate majors and 200 graduate programs
- Taught over 50 outreach workshops and in-class presentations: personal branding, preview and transfer orientation, major exploration, career fair preparation, career resource services, job and internship searches, and interviewing
- Mentored students in the #1 ranked Career Center and #8 ranked public university in the U.S.
- Educated students on job and internship searches, resume, cover letter, personal statement and CV development, mock interviews, major exploration, networking, branding, and professional development
- Led and presented New Student/Transfer Orientations for students, parents and guardians
- Liaison to Multicultural Affairs, UF International Center, CLAS Global Affairs Departments, AIM OAS, Intercultural Engagement and Institute of Hispanic and Latino Cultures, and presented intercultural outreach
- Created and presented outreach workshops for OAS first-generation, at-risk students to increase academic and career success
- Increased CRC presence presenting tailored career services outreach workshops to various departments across university
- Trained and supervised graduate student assistant interns via career readiness workshops
- Cultivated relationships with targeted employers through site visits, lunches, association meetings, and conferences

**Academic Counselor**

Upward Bound Office of Academic Support  
University of Florida

August 2011 – August 2012

- Taught weekly career and professional development workshops to at-risk, first-generation high school sophomores on academic achievement, college preparation, financial literacy, and career exploration
- Documented Individualized Education Plans (IEP) forms, behavioral charts, progress notes and student records
- Verified students' academic progress through weekly meetings with high school guidance counselors and parents
- Equipped multicultural students with the knowledge, skills, and resources to successfully navigate their collegiate experience
- Facilitated a diverse, inclusive and engaging environment to assist in student transition and acclimation to UF community
- Provided cultural programming and services that enhance students' personal and academic development
- Collaborated with Counseling Team, Office of Academic Support, and community partners weekly

- Full-time role teaching international students of all ages reading, spelling, language comprehension, and math
- Educated students on how to effectively read and speak the English language via individualized instruction, including students previously diagnosed with dyslexia, autism spectrum disorders, ADD/ADHD, and general learning challenges
- Completed 80 hours of training on teaching spelling, reading, language comprehension, and mathematics
- Worked one-to-one with students, utilizing the Linda Mood-Bell internationally recognized research and remediation of learning difficulties methodology
- Utilized symbolic imagery for Phonological and Orthographic processing in reading and spelling
- Increased verbalization skills for language comprehension, thinking, and expression
- Implemented Phenome Sequencing Program to improve student reading, spelling, and speech
- Encouraged dual coding of imagery and language resulting in an increase of mathematical cognitive processing
- Employed a Socratic questioning method aiding students in the development of language and literacy skills
- Collaborated with Director, Associate Director, and Consultants, implementing academic plans to increase student success

## RESEARCH EXPERIENCE

**UCF Research Assistant**, Nicholson School of Communication and Media

April 2023 – Present

**Faculty Leader:** Dr. Michael Strawser, Associate Professor, Nicholson School of Communication and Media

University of Central Florida, Orlando, Florida

- Conduct longitudinal research on communication pedagogy's impact on business and professional communication
- Utilize extensive empirical data from a ten-year study of communications interns to highlight positive teaching and learning experiences in the workplace
- Investigate the relationships between instructors and learners during workplace/internship preparation and their impact on enhanced learning and motivation
- Contribute to the evolving field of communication pedagogy by exploring values, positive experiences, and emotions at work, and designing effective communication courses based on employee qualitative data.

**UF Research Assistant**, UF College of Education

April 2023 – 2014

**Faculty Leader:** Dr. West-Olatunji, Associate Professor, College of Education

University of Florida, Gainesville, Florida

- Created literature review on *An Examination of Cross-Cultural Modalities* outlining and analyzing previously published research on cultural perceptions and approaches, in support of cross-cultural outreach initiatives in post-Katrina New Orleans, Southern Africa, and Haiti
- Identified main methodologies and research techniques that have been utilized
- Examined earlier related research in context to correlate ideas and theory to applications
- Synthesized findings from various sources while combining interpretations of research results
- Traced intellectual progression of research in the field, rationalizing significance of areas requiring additional investigation
- Integrated critical analysis from a large body of quantitative data to enhance new synthesis within conceptual framework

**UF Research Assistant**, UF College of Education

April 2023 – 2014

**Faculty Leader:** Dr. West-Olatunji, Associate Professor, College of Education

University of Florida, Gainesville, Florida

- Investigated the positionality of low-income, African American school girls in mathematics and science learning during the transition from elementary to middle school.
- Examined the impact of culture, class, and gender on the girls' positioning in mathematics and science, along with the influence of teachers, parents, school counselors, and administrators on their positioning.
- Conducted a focus group interview with five sixth-grade girls and semi-structured in-depth interviews with two teachers, a school counselor, a principal, and a parent to gather data.
- Employed domain analysis to identify two major themes: positioning and pedagogy.

## CONFERENCE PRESENTATIONS

- Teaching with Creative Educational Technologies in the UCF Sandbox* May 2022  
Summer Faculty Development Conference, University of Central Florida
- Presented on active-learning teaching techniques and strategies I utilized in UCF's technology classroom
- Teaching Capstone Courses with E-Portfolios and Adobe Express Creative Cloud* May 2022  
Summer Faculty Development Conference, University of Central Florida
- Presented faculty development workshop at bi-annual conference, engaging university full-time faculty in scholarly discussions and promoting knowledge exchange.
  - Moderated faculty panels and faculty presentations consisting of over 50 faculty members.
- Cultivating Self-Regulated Learning and Higher-Order Thinking Skills through Creative Educational Technologies* May 2022  
Summer Faculty Development Conference, University of Central Florida
- Presented faculty development workshop that fostered self-regulated learning and metacognition in students through creative assignments at bi-annual conference
  - Engaged over 30 university full-time faculty in scholarly discussions and promoting knowledge exchange.
- Design Thinking and International Education Active-Learning Activities* June 2019  
Students First Conference, Atlanta, GA, University of Central Florida, UCF Global
- Led design thinking international education workshop on at national conference, engaging in scholarly discussions and promoting knowledge exchange.

## PROFESSIONAL ASSOCIATIONS

Member, National Communication Association (NCA)	July 2023 - Present
Member, TESOL International Association (TESOL)	July 2023 - Present
Member, Florida Communication Association (FCA)	July 2023 - Present
Member, Public Relations Society of America (PRSA)	July 2023 - Present
Member, Public Relations Society of America Orlando Chapter	July 2023 - Present
Member, Florida Association of International Educators (FAIE)	March 2019- Present
Member, National Association of Colleges and Employers (NACE)	August 2023 – April 2023
Professional Member, Association for Talent Development (ATD)	September 2022- April 2023
Member, NAFSA: Association of International Educators	January 2019- August 2020
Member, National Career Development Association (NCDA)	June 2021- August 2022
Member, Latino Faculty and Staff Association (LAFASA)	August 2019- September 2022

## UNIVERSITY SERVICE

<b>Faculty Advisor</b> , ONE at UCF, Registered Student Organization	September 2021- August 2022
<b>Advisory Board Member</b> , Center for Distributed Learning Redesign Advisory Board	September 2021- August 2022
<b>Committee Member</b> , Faculty Center for Teaching and Learning Advisory Committee	September 2021- August 2022
<b>Committee Member</b> , General Undergraduate Requirements Committee	September 2021- August 2022
<b>Adjunct Faculty Representative</b> , Student Development and Leadership, Santa Fe College	January 2017 - November 2017
<b>Committee Member</b> , Santa Fe College International Education Committee	October 2016 - November 2017

## SKILLS

**Languages:** Spanish (Fluent), English (Fluent)

### International Education and ESL Certifications

- Theories of Second Language Acquisition, Arizona State University (May 2024)
- ESL Foundational Principles, Arizona State University (May 2024)
- TEFL / TESOL Certificate, Bridge Education Group (Apr 2023)
- TEFL / TESOL Teaching Business English (Aug 2023)
- Global Citizenship & Intercultural Communication Certificate- University for Peace (UPEACE) - UN Mandated (May 2020)
- UCF's Cultural Competencies Performance Standards: Expanding and Refining Cultural Competencies to Facilitate Infusion into Curricula (Aug 2018)

## **Instructional Design and Course Design Certifications**

- Asynchronous Teaching Certification ADL5000, University of Central Florida (2024)
- Apple Teacher Certification Apple Teacher Certification (May 2022)
- Adobe Creative Cloud Express in the Classroom Adobe Creative Cloud Express in the Classroom (Mar 2022)
- Adobe Creative Educator Level 1 Adobe Creative Educator Level 1 (Nov 2021)
- Adobe Creative Educator Level 2 Adobe Creative Educator Level 2 (Oct 2021)
- Adobe Design Your Creative Course Adobe Design Your Creative Course (Oct 2021)
- E-Learning Essentials: Instructional Design NASBA (Sept 2020)
- Quality Matters Applying the QM Rubric: Online Course Design, Rubrics and Standards (Aug 2015)

## **Project Management and Leadership Certifications:**

- Project Management Certification (June 2023)
- Transformational Leadership, NASBA (May 2022)
- Ken Blanchard on Servant Leadership, Project Management Institute (Dec 2021)
- Humble Leadership: The Power of Relationships, Openness, and Trust, Project Management Institute (Nov 2021)

## **Educational Technology:**

Canvas LMS, Desire2Learn LMS, Blackboard LMS, Cengage, MindTap Education, Articulate Storyline, Apple for Education, Adobe Captivate, iSpring, Macmillan Learning, Adobe Creative Suite: Photoshop, Lightroom, InDesign, Illustrator, Express, Adobe Premier Pro, iClicker, GoinGlobal, BigInterview, Focus 2, Camtasia, iMovie, Nearpod, Poll Everywhere, Turning Point, Top Hat, Moodle, Google Classroom, PeopleSoft, Salesforce, Wrike Project Management, Trello Project Management, Microsoft Office, Zoom, BrightSpace, Webex, SPSS, NVivo.