

✦ CAREER PROFILE

Introduction

Bilingual Spanish-English, dedicated, focused professional with broad based experience in directing, managing, projects and evaluation planning. Also, strategic thinker with proven ability to originate new program ideas and implement innovative solutions. Ample participation in community based programs, volunteer initiatives and working with individuals from diverse cultural backgrounds. Extensive work experiences with international private companies and organizations. *Areas of expertise:* Customer services, collection, consulting and evaluating small businesses, and social entrepreneurship, grant & proposal writing, budget administration, project planning and design, strategic management, technical administrative assistance and trainings, public speaking and coaching.

✦ EDUCATION

Master in Intercultural Service Leadership and Management

SIT Graduate Institute - World Learning, Brattleboro, Vermont.

Relevant courses included Research Application, Program Planning, Evaluation of Projects/programs, Financial Management, Marketing, Fundraising, Social Business and USA's Immigration Policies. Thesis: Business Evaluation of Earth Tools Inc.

Bachelor in International Business Administration

International University for Latin America Integration, UNIVAL Nicaragua (2004)

Specialty in designing, formulating and evaluating social and investment projects

Thesis: "Research of Internet services operation in Sebaco, Nicaragua"

✦ PROFESSIONAL EXPERIENCE

Customer Service Representative Spanish

Meridian Enterprises Corporation (August 19, 2013 – December 6, 2013)

Scope of work: Provide customer service through phone calls to all clients of Banorte Mexico. Duties include: To respond to all inbound phone calls in Spanish from Banorte Clients all day long. To make hotel and flight reservations by using the Ban Customer Service software. To identify password problems through Merlin software. To create and follow up investigations about missing points or missing packages mailed to customers. To write out reports in Microsoft Words and Excel for my own back up works. To enter all data and notes related to customer services and investigation into the BAN software.

Integrity Solution Services – Bank of America

Bilingual Counselor and Collector of Home Mortgage Loan (April 14 – August 9, 2013)

Scope of work: Provide counseling and financial education to all customers of Bank of America in how to keep their homes mortgage by looking for additional assistances and alternatives with us or through any other institutions. Every day, I dealt with different people, attitudes, and personalities such as politics, professionals, labors, celebrities, educators, Hispanics, Asians, Europeans, American-African and many more. At the end of each day, I felt so happy knowing that I could serve to other people who had homes' problems. As well as being very productive when there were opportunities to interpret from Spanish to English and vice versa between Bank of America's customers and any other single point of contact within Bank of America.

Intern (Business Evaluation Report)

Earth tools Inc. Frankfort Kentucky, USA. (March 2012 to August 12, 2012)

Scope work: Collect data from all the staff and be directly involved in the daily operation in each department. These departments included president's office, human resources, finance, sale department, inventory, shipping, services and warehouse departments. Make a general report including a final analysis by applying profitability ratios, efficiency ratios, liquidity ratios, stability ratios and investor ratios. Also my work included to design a function's manual, internal rules, creation of organizational chart and a proposal for reorganizing some departments.

Director and Fundraiser

Association for Chaguitillo Development, Nicaragua (2010)

Scope of work: Among other collaboration tasks were: Contacted potential donors to fund a variety of projects ■ Evaluated initiatives before submitting projects designs ■ Facilitated frequent meetings with donors and board of Directors ■ Spanish Teacher for students of Stanford University ■ Welcomed and translated from Spanish to English for international visitors who came to the community of Chaguitillo ■ Prepared and submitted financial and executive reports monthly to donors and Board of Directors. *Achievements:* ■ Touristic and educational community project was approved by the United Nation and the Government of Nicaragua with a budget of \$ 120,000.00. ■ Approved salary by the Ministry of Culture in Nicaragua for a Music Teacher of Chaguitillo.

Consultant

Nonprofit organizations in Nicaragua (Jan 2008 – December 2009):

FADESE (Federation for Sebaco Development in Sebaco city, Nicaragua)

Association for Chaguitillo Development in Chaguitillo, Nicaragua

COSMU Nicaragua (Cooperative of women for multiple services)

Consulting agreements for the three organizations: Creation of internal rules, organizational and function manual, evaluation of internal roles (stakeholder functions, and staff performance, review of vision, mission and values of the organizations) and operations (achievement of goals and barriers analysis), and work contracts.

PROFESSIONAL EXPERIENCE CONTINUED**Contact Center – City Bank in Costa Rica**

Spanish Counselor and Collector of Credit Cards (June 2006 – December 2007)

Scope of work: Provide counseling and financial education to all customers of City Bank in how to keep their great credit records by paying on time, or finding choices of paying their pending fees and charges on time. To collect the entire amount due from customer who were behind. To send thanks communications to those customer who were current with their credit cards. Explain the customer of City Bank about how the accumulating points could be used.

Consultant for Small Social Entrepreneurship

Saint Juan del Sur, Nicaragua (April – May 2006)

Consulting consisted of the evaluation of operations for several family businesses related to internet services, purified water distributing, Spanish and English classes and small hotels and restaurants.

Services included: Review and prepare reports about the following areas: human resources, technology, customer services, analysis of the sales, analysis of the quality of the product and services by applying surveys to customers, preparing a balance sheet, and finally explaining the outputs of the consulting and the recommendations based on the surveys and internal analysis of the data.

Financial Administrator and Project Coordinator

CAPADIFE, Nicaragua (2004 – 2006)

Administration: Managed with proficiency the operational and strategic plans of the organization; actively participated in designing, proposing and assessing of projects. Made decisions based on principles, rules and interests of the organization. Monitored and evaluated periodically the implementation and execution of the operations, goals, indicators, plans and objectives of the organization. **Finances:** Prepared financial projection and monitored and evaluated cash flows. Prepared and submitted frequently financial reports; supervised the cost of the organization. Followed purchase procedures (quote, adjudge, purchase and deliver for inventory control). **Human Resources:** Created processes to recruit, pre-select, interview, hire, train, and performance evaluations.

Financial and Administrative Assistant

Project HOPE (2000 – 2003)

Provided overall financial and office support to project. Quick book pro Software. **USAID** funded project.**Educational Trainer**

Investment Social Fund Institution (1998 – 2000)

Trained for the creation of community leaders to support School Directors and Teachers in the designing of educational needs and submitting these needs to different institutions; institutions willing to help the community schools technically, logistically and economically. Created bridges between local governments and community leaders to find out together solutions for their educational needs; evaluated the actions, challenges, and results from the community leaders, local governments and school community staff by having periodic meetings.

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✚ ADDITIONAL EDUCATION/TRAINING**Certificate in Management, Administration and Finances of Projects**

Virtual University of Technological System from Monterrey, México (2004)

Certificate in Marketing and Fund Management

Virtual University of Technological System from Monterrey, México (2004)

Certificate in Organization Development

Virtual University of Technological System from Monterrey, México (2004)

Certificate in Designing, Formulating and Evaluating Social and Investment Projects

Catholic University, Nicaragua (2000)

Associate Degree in Electronic Technology - Kentucky State University (1997)