

## **OBJECTIVE**

Obtain a challenging role where I can support strategies within Principal Financial Group by developing positive partnerships with individuals & organizations, creating innovative strategies to impact recruitment & retention, and growing Principal's culturally inclusive environment.

## **AWARDS & RECOGNITION**

- Diversity & Inclusion Ambassador 2011, 2012, 2013, 2015
- Edge Award Finalist (Group), 2015
- Latino Forum Leadership Award 2014
- Life Admin Dream Team Award Q4 2014
- Panelist, It's Okay to Ask: Finding the Right Words in a Diverse Work Environment 2014

## **PROFESSIONAL EXPERIENCE**

PRINCIPAL FINANCIAL GROUP, Des Moines, IA	1997 - Current
<b>Learning &amp; Development Specialist IV – Individual Life Administration</b>	<b>2011 - Current</b>
<ul style="list-style-type: none"><li>• Consult leaders to develop training strategies for existing employees and new hires.</li><li>• Develop, design and deliver small to large training projects using various methods; classroom to e-learning.</li><li>• Effectively manage &amp; execute delivery of competing training projects.</li><li>• Evaluate training to develop and promote proposals for streamlining and improving performance.</li><li>• Establish relationships with all levels of management and employees of diverse backgrounds to meet operational goals.</li></ul>	
<b>Learning &amp; Development Training Associate – Individual Life Administration</b>	<b>2008 - 2011</b>
<ul style="list-style-type: none"><li>• Developed and delivered small training projects to meet the needs of adult learners.</li><li>• Evaluated training to improve future training performance.</li><li>• Established relationships with management to determine training goals.</li></ul>	
<b>Associate Marketer Consultant – Individual Life Administration</b>	<b>2006 - 2008</b>
<ul style="list-style-type: none"><li>• Handled inbound calls from marketers with inquiries, problems or service needs.</li><li>• Processed Customer Service requests, including sensitive FINRA products.</li><li>• Completed requests within stringent time and quality guidelines.</li></ul>	
<b>Customer Service Coordinator</b>	<b>2005 - 2006</b>
<ul style="list-style-type: none"><li>• Processed Customer Service and Adjustment requests, including sensitive FINRA products.</li><li>• Assisted Contact Center with escalated service calls.</li><li>• Participated in various research projects to improve Service procedures.</li></ul>	
<b>Sr Customer Service Representative</b>	<b>1997 - 2005</b>
<ul style="list-style-type: none"><li>• Provided education of complex product concepts in a manner that all clientele could understand.</li><li>• Assisted in developing training plan, delivered training &amp; coached new hires.</li><li>• Participated in various initiatives to improve Contact Center procedures.</li></ul>	
BROADLAWNS MEDICAL HOSPITAL, Des Moines, IA	
<b>Clerk-Bilingual – Women Infant Children (WIC) Program</b>	<b>1996 - 1997</b>
<ul style="list-style-type: none"><li>• Managed distribution clinics, scheduled appointments, determined participation eligibility.</li><li>• Educated clients on participant procedures and regulations.</li><li>• Interpreted for Spanish-speaking clientele during appointments.</li></ul>	

## EDUCATION

Simpson College, Indianola, Iowa

Completed 128 credits of B.A. International Management, minor in Human Resources and Marketing

## LANGUAGE SKILLS

Spanish – Conversant (Intermediate-low)

## LICENSES AND CERTIFICATIONS

- LOMA – Associate, Life Management Institute
- LOMA - Associate, Customer Service
- LOMA Level I – Fundamentals of Life and Health Insurance
- Series 6 – NASD, Inc. –Investment Co. Products/Variable Contract Representative

## VOLUNTEER & MEMBERSHIP

- Principal Recruiting Network
  - Representative, 2015
- United Way Education Cabinet
  - Member, 2013 - present
- Latino Forum Education Committee
  - Co-chair, 2014 - present
  - Member, 2012 - present
- Latino Forum Communications Committee
  - Member, 2012 - present
- Latino Forum
  - Secretary, 2012 - present
  - Member, 2011 - present
- Latino Heritage Festival
  - Secretary, 2014 - present
  - Board Member, 2013 - present
- Hispanic Latino Employee Resource Group, Principal Financial Group
  - Steering Committee Member, 2014 – present
  - Chair, 2013 - 2014
  - Chair, Education & Social Events Committee, 2011 - 2013
  - Mentee, ERG Mentoring Program, 2011
  - Member, 2000 - present
- Learning & Development Community, Principal Financial Group
  - EDDIE Awards Committee, 2011 - present
  - Member, Core Working Group, 2012 - 2014
  - Mentee, LDC Mentoring Program, 2012
- Association for Talent Development
  - Member, 2008 - present
- Al Exito
  - Volunteer Coordinator, 2012 - 2013
  - Mentor, 2011 - 2013
- Girl Scouts
  - Hispanic Troop Leader, 2004 – 2006