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PROFILE

Successful professional with strong operational, financial and management abilities and proven background in Finance and Education. More than 17 years' experience in Accounting and Finance, possessed accounting literacy and essential skills in preparing and analyzing financial statements: balance sheets, budgets, financial ratios, statements of cash flow, and managing inventory, in addition to 2 years as Assistant Operations Manager, 10+ years in Education and Administration and 15+ years with Miami Dade College. Detailed-oriented with strong analytical skills and in-depth, knowledge of bank policies and procedures. Customer and Service directed with the ability to teamwork and work well under pressure. Salesperson with experience in marketing, distribution, networking & social media. PC knowledge of Microsoft Word, Excel, Power Point and Access. Fluent in English and Spanish with excellent verbal and written communication skills.

PROFESSIONAL EXPERIENCE

MIAMI DADE COLLEGE, West Campus

2019 to present

EAP Advisor-As the EAP Advisor & Foreign Languages in the Academic Affairs Department, working with both new and continuing EAP and foreign language students by helping them define and clarify their educational goals, assisting students with interpreting placement testing results and course selection process, recommending courses and programs of study for new, continuing and transferring students, registering students, providing information about the College, including admission, registration, and special programs of study, referring students to appropriate departments for additional assistance as needed including Access Services, providing information about graduation and transfer requirements, conducting follow-up activities such as classroom visits to provide early, registration assistance and general advisement in order to increase student success and retention, preparing the EAP Enrollment Efforts by term, advising students who are under the Standards of the Academic Progress, and recruiting EAP Ambassadors volunteers to work with peer students in collaborative conversational setting workshops.

2016-2019

Part-time EAP Support Lab-Instructional Assistant II-As a Part-Time Lab Instructor providing academic support to students in non-transfer credit Speech and Writing Labs with duties & responsibilities as follow: Providing orientation to students at the beginning of each semester on lab policies and requirements. Planning and coordinating the use of equipment and materials for learning activities. Assisting students in reviewing the necessary skills for improving communication, listening, writing, and Grammar and accent improvement proficiencies in the ESL Speech and Writing labs. Providing lab instruction and academic

support through tutorials, lectures and demonstrations to students. Tailors lab instruction and resources to meet specific needs of students. Designing, teaching, supervising and marking lab assignments. Developing workshops and/or group improvement sessions for speech and writing skills practice and development. Providing feedback and recommendations to the Department Chairperson on the effectiveness of current and proposed lab software and resources. Coordinating lab instruction and content with full-time and adjunct classroom Faculty. Providing regular feedback to the classroom faculty on student performance in the labs, including specific needs and areas for improvement. Supporting lab coordinator in delivery of lab instructional objectives. Providing documentation of students' progress. Generating students' reports for final grade input. Documenting and reporting inoperative program(s), computer malfunction(s), lab incidents and complaints. Performing other duties as assigned including screening students with limited access to MD Connect Students' history.

Key Achievements: Created and managed the weekly website at <http://eapsupportlab.weebly.com> and the ASL electronic handbook for the department.

Prepared consolidated progress reports for students, management, and faculty.

Skills learned/acquired: Improved teaching styles to fit the multiple learning styles of various students in the lab. Maintained a well-managed lab classroom, a noticeable positive learning environment along with excellent discipline. Created or implemented systematic follow up of the activities, Gradebook, homework, tests and organizing and planning the orientations and classrooms visits. Use of Microsoft Office 365, Qualtrics, Skype, BlackBoard, and Canvas.

PRIMERICA LIFE INSURANCE & INVESTMENTS

2016-present

Intern-Independent Licensed Agent-Generating and working on leads, set up and follow on appointments, describing advantage of product and services to the client or prospective client, analysis of current insurance policy and recommendations, preparing reports, discussing investment options like bonds and stocks, Roth IRA, IRA, 403B, 401K, the rule of 72, and financial ratios.

Key Achievements: Approach to multiple seminars and leadership opportunities.

Skills learned/acquired: Networking, telemarketing, computation analysis, on time management, professionalism, critical thinking. Analysis of financial reports, preparing cash flow for debt consolidation recommendation, conducting seminars and creating and editing website. Taking on initiatives to marketing meetings online and with flyers. Use of differential analysis to determine the best option in decision making.

MIAMI DADE COLLEGE, North Campus

2000-2015

Secretary School of Entertainment & Design Technology-Scheduling, Registration Supervising Part-time and Student Assistants in the Reception Area, attending phones, filing, recordkeeping, assisting Faculty/Adjuncts with substitutions, change of grades, syllabi, textbook orders, assisting Chairperson with appointments, work orders and follow up, assisting MDC-TV Director and SEDT Director, MIFF (Miami International Film Festival) volunteer, Telenovelas Dominican Republic FUNGLODE TV projects and the Book Fair International

volunteer. Serving in MDC Committees: Chair for the Excellence Award 2005-2006, National Disability Awareness month, Miami Blues Fest 2002-2005, United Way Committee, Legislative Committee, and Hiring Committees. I have the experience in mentoring, advising, registering, and coaching students as I worked during peak registration and I have the Advisor's access granted in the system.

Key Achievements-Excellence Award 2004 – Assuming Secretary's responsibilities: Finance (requisitions, payment orders, disbursements), ASTRA, Payroll, RPAs, Service Contracts and ordering/controlling inventory of Office Supplies. Completing Academic Substitutions, students' registration and counseling. Ongoing recruiting, graduating more than 100 students with processed substitutions in all areas for different programs. Assisted students with interpreting placement testing results and course selection process, recommended courses and programs of study for new, continuing and transferring students, registered students, provided information about the College, including admission, registration, and special programs of study, referred students to appropriate departments for additional assistance as needed, provided information about graduation and transfer requirements, conducted follow-up activities such as classroom visits to provide early registration assistance and general advisement in order to increase student success and retention, and advised students who were under the Standard of Academic Progress.

Skills learned/acquired: Fast typing, keen listener, bilingual communication, including translating documents and conversations English-Spanish, proofreading, editing, the importance of organized/accessible files in alphabetical and cross-reference order, multi-tasking, focusing, double checking, avoiding transpositions in numerical reports, closely working with a team, and follow up on tasks in advance keeping track of pending issues, time-management. Interviewing skills and techniques like pausing and listening while noting differences and advantages between the applicants.

KING'S CASTLE CONDOMINIUM ASSOCIATION (KCCA)

2000-2006

Secretary of KCCA-As the secretary of the association, responsibilities entailed keeping and maintaining a record of all meetings of the board, residents' and owners, implementing the census, and being the custodian of most of the official records of the association. Keeping the minutes of the meetings, custodian for the minutes and other official records of the association, responsible for insuring access to KCCA public records and private or confidential records by the members of the association and their authorized representatives. Additionally preparing financial statements, budget, and cash flow, assisting with bank deposits, office inventory, petty cash receipts, accounts payable, cash flow, reports on ratios, accounts receivable, IRS 1120H and 1099 forms, not-for-profit corporation annual reports and balance sheets for the condominium, ex-officio functions.

Key Achievements -*Implemented online computer's records for the first time using TurboTax, QuickBooks, and Microsoft Suite in addition to manual recordkeeping.*

Skills learned/acquired: Readily prepared financial reports, bank deposits, and tax forms, to oversee the community employees from leasing agents to maintenance workers, tenants and renters, supervisory of outsourced contract employees, such as construction crews, landscapers or other, along with flexibility when dealing with community emergencies.

MIAMI DADE COUNTY PUBLIC SCHOOLS

1996-2006

Substitute teacher K-11 -Followed regular teacher's lesson plans in a way that ensures consistency and optimal learning, and that encourages students to participate and enjoy the class. Assigned classwork and homework as necessary, according to lesson plans. Modified teaching styles to fit the learning styles of various students and followed up with students' homework. Maintained a well-managed classroom and positive learning environment along with excellent discipline and proper behavior. Supervised students out of class such as in the hallways and in the cafeteria. Created or implemented lesson plans, temporary grade classwork, homework and tests and attended parent-teacher conferences and PTA meetings when needed.

Key Achievement-Covered Kindergarten without teaching aid.

Skills learned/acquired: Above-average competency in at least two subject areas (such as math and social studies) K-12, overall average competency in most or all subjects and levels. Ability to remember names correctly (applied mnemonic). Flexible, friendly and good at establishing quick rapport and good manners with colleagues and students. Setting the proper tone from the beginning for classroom discipline and management. Policies and procedures advocacy in the workplace. Adaptable to different learning styles, applied Math related to daily life with the use of examples.

MIAMI DADE COLLEGE, North Campus

2002-2008

Instructional Assistant/Part-time College Prep - Successfully fulfilling the duties of the Lab Instructor providing academic support to the full range of academic developmental skills. This includes reading, English, writing, grammar, research, study skills and assessment in developmentally appropriate instruction by using tutorials/lectures and demonstrations, identifying materials for instructional use, administering, maintaining and reporting testing results to the faculty, monitoring on-site computer resources and other duties as assigned.

Key Achievements -Completed the production of a day's work including Payroll and Scheduling in Access in 2-3 hours daily labor.

Skills learned/acquired: Effectively monitor and instruct students as well as build and maintain meaningful relationships with students and faculty. Troubleshooting issues with different programs and multi-tasking, delegating at times.

BANCO REAL S.A., Miami, Florida

1982-1999

Paying and Receiving Agent – Increased productivity within the department by implementing used of fixed formats, solely responsible for incoming and outgoing wire transfers through FED Wire/PC Invision, accurately issued and balanced official checks for payment orders and affidavits, Administered monthly statistical reports (production report) and revised bank reconciliations, managed departmental investigations, enforced follow-up procedures and improved problem solution ratios. Bookkeeping controlled customers' statements of account including mailing and faxing of statements, microfilmed and balanced cash letter, verified signatures and endorsements of checks, entered entire posting for cash letter, teller's and time deposit entries through ASA400, controlled and processed returned items, stop payment, adjustment and claims, prepared weekly Federal Reserve reports (FR2900-2951). Collections

& Letters of Credits – Supported department in emergency situation working with amendments, opening, payment and reimbursement processed, opening and closing of incoming and outgoing collections, followed-up traces systematically, introduced filing system by banks and “Carteiras de Cambio,” reported monthly activity (production report) of incoming and outgoing collections.

Key Achievements – Started as a Receptionist in charge of the telephone and telex with increasing responsibilities that led to the operations area, served for 10 years as the Bank Representative and Liaison to American Institute of Banking, South Florida Region, by promoting chapter services and informing employees of different courses and certificate programs. As the AIB representative at the bank assisted and advised employees with enrollment and advancement.

Skills learned/acquired: Accuracy, answer client questions-customer service, customer relations, paying attention to detail, balance allocation of funding, banking software, checking account deposits and withdrawals, cross-sales of services, banking software, following procedures, privacy and confidentiality, abiding by established procedures, maintenance of petty cash, cash flow statement, income statement, financial ratios, processing banking transactions and timely reporting to the Federal Reserve Bank and auditors.

COSTA LINE CARGO, Miami, Florida

1980-1982

Assistant Operations Manager - Collaborated with freight quotation over the phone, and shipping of bills of lading on timely basis, typed and verified manifests thoroughly for cargo shipments, released documents against payments and successfully processed claims, worked overtime to complete task on schedule for dock shipping, managed bank deposits and withdrawals for the company.

Key Achievements – Assumed responsibilities and function inherent to the operations manager in his absence.

Skills learned/acquired: Time management, accuracy, applied accounting, reports and manifests, responsibilities to learn and train on site. Conducting meetings, analysis of financial risks in operations, productivity, revising the payroll, implementing new payroll system, making strategic decisions.

INSTITUTE JESUS SUAREZ GAYOL, Guanabo, Cuba

1969-1979

Chemistry Professor - Ten years in the education field as College Chemistry professor for 3 different levels, while I mentored student and assisted with administrative schedules, filing system, reports of grades and inventory lab, recommended programs and textbooks to improve quality of education, participated in conferences and workshops in order to maintain motivation of students.

Key Achievements – The Institute achieved one of the highest levels for promotion in Chemistry for the period.

Skills learned/acquired: Teamwork, excellent communication and interpersonal abilities, computer competencies, mentoring, counseling, imparting knowledge in an understandable way, multi-cultural setting, researching, leadership, collaboration, sharing, and auto-critical.

EDUCATION

Miami Dade College Bachelor in Business – Graduated on December 22, 2018

Miami Dade College Bachelor in Education – 2 years

Florida International University – Bachelor of Science – Business Administration Management Jr. 1 Year

Miami Dade College Associate in Science – Business – Graduated 2007

Miami Dade College Associate in Arts – Elementary Teaching – Graduated 1996

Miami Dade College Associate in Science – Financial Services – Graduated 1991

University of Pedagogues, “Enrique Jose Varona” Havana, Cuba – Bachelor in Science in Chemistry Graduated 1979

CUJAE, Havana, Cuba: Chemistry Engineering 1 year & Geophysical Engineering 1 year

COMPUTER SKILLS

Microsoft Suite (Word, Excel, PowerPoint, Outlook, Publisher, Access), FrontPage, Odyssey/ASTRA, OdysseyWeb, Qualtrics, Panopto, BB, Canvas, and SharePoint.

DIPLOMAS/CERTIFICATES/SEMINARS

Miami Dade College Certificate in Banking & Finances (2012), Center for Institutional and Organizational Learning (CIOL formerly CTD) more than 72 workshops including Leadership, and Grant Writing. Intermediate French, Beginners Italian, Portuguese & Russian. Substitute Educator’s Certificate #016465. Foundations of Banking, Consumer Credit, Commercial Lending, AARP Foundation Finances 50+. CLAST Math 308 – Read 318 Write 332 Essay 5 – dated March of 1990 - Clerical Skills Test (CST) 55 wpm.

AWARDS/MEMBERSHIPS

Miami Dade College (MDC) President’s Excellence Award, MDC Appreciation certificate, Association of Florida Colleges (AFC formerly FACC) Unsung Hero, MDC Alumni, MDC Dean’s List. Volunteer: Red Cross, Made-in-Miami Film Festival, Library of Congress Conversion, Cultural Affairs, MDC Graduation Ceremonies, Barnes & Noble Reading Series, BAFF, NAAR walk, SAIL lab, Miami Council for International Visitors, MIFF, Book Fair International, Youth Fair, MDC Recruiting, BASS Museum.

Official: SSC President, AFC Vice-President and Secretary, NBS & AUI Co-Advisor, Membership: MDC Foundation, Alliance Française of Miami former member, National Geographic Society, Nature Conservancy Organization, Audubon Society, Wildlife Federation, Sierra Club, Narrative Magazine, American Poets, and the School of Pedagogues in Exile.

SKILLS SUMMARY

Strong student counseling and advising experience and knowledge of the academic learning process | Ability to take decisions | Facilitator, guide, and mentor | Skilled at collecting, compiling, and interpreting data and constructing reports | Proficient in English and Spanish | Excellent verbal and written communication | Competent on analyzing and solving problems | Strong conflict resolution | Good teamwork | Talented planner and coordinator | Proficient in Microsoft Office Suite, Office 365, Panopto, Blackboard, Qualtrics, QuickBooks, and MDConnect.

*******REFERENCES*******

Wanda Curtiss, MDC West Campus Manager of ASL
305-237-8969 or 305-237-8996
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Mark Johnson, MDC North Campus Lab Coordinator
305-237-1649 or 305-237-1581
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