**Kaylena Gonzalez**

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# Education

**New York City College of Technology** Human Services (B.A) Expected Graduation 2016

**Experience**

**Cypress Hills Local Development** (Cypress Hills, NY) Aug.2015-Present

**College Retention Counselor**

* Provide comprehensive College Success Counseling to Caseload of 100 Freshmen and 150 continuing Students at BMCC such as Financial Aid refilling and assistance, Course registration and academic planning, assistance with academic, social, and personal success at College.
* Provide case management to 20 students looking to re-enroll into college or to identify career path such
* Conduct and coordinate training for staff and faculty regarding making an action plan for student re-enrollment.
* Supervise coaches in the assistance of student action plan for student re-enrollment.

**Cypress Hills Local Development** (Cypress Hills, NY) Sept.2014-May.2015

**College Persistence Coach**

* Apply career and academic tools to better guide college students with their academic year
* Create students’ academic schedules based on their finical aid eligibility and specific college requirements
* Assist students with the college transfer process and demonstrate how to proceed with Free Application for Federal Student Aid (FASFA)
* Build rapport with students and establish communication through social media and phone
* Provide intense counseling to motivate and help college students navigate through complex and unforeseen situations
* Assist students in navigating the City University of New York (CUNY) website such as CUNYfirst and CUNY portal

**The New Victory Theater** (New York, NY) Sept.2013–Jan.2015

**Front of House Assistant Manager**

* Supervised staff of 25 youth users in managing a 499 seat theater
* Coordinated the start of the show with the Production department and the Box Office
* Participated in the in-house mentoring program to ensure personal and professional growth of younger ushers entering their final year at the theater
* Facilitated workshops to assist youth ushers grow through professional development
* Notified Front of House staff and ushers of show timing

**The New Victory Theater** Sept.2011-June.2013

## Usher

* Trained new ushers in selling merchandise or concessions as well as with the rules and regulations of the theater
* Organized and guided large school groups through the theater and 42nd street to ensure student safety
* Responded quickly and courteously to patrons’ needs, qυеѕtіοns, comments, or concerns with аnѕwеrѕ and action

# Skills

* Work effectively in all work environments and within diverse groups.
* Highly trainable, fast learner and adapt well to change and demands in the workplace.
* Trained in Customer service.
* Ambitious and firmly committed to strive for excellence.
* Team-Player with excellent communication skills.
* Substantial in public speaking skills.
* A proven leader with an affable and optimistic outlook.
* Certified fireguard.