

Alejandra Peralta

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████████████████████
Denver, CO 80212

Education And Training

2020- Present

████████████████████
Bachelor of Arts:

Business Entrepreneurship, Minor
in Chicano Studies

████████████████████
**Metropolitan State College of
Denver**

Denver, CO

2015

Reiki 1 Program:

**Michelle Cervantez dba Angel
Blessings & Clearings, LLC- LRM**

Denver, CO

(Reiki Level 1 Practitioner)

2009

License and Certificate in Massage
Therapy:

**Colorado School of Healing Arts
Lakewood, CO**

720 Hour Massage Therapy
Program

(Personal Practice specializing in
Reiki attunement and Swedish
Massage)

2004

High school diploma:

West High School

Denver, CO

Websites, Portfolios, Profiles

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Committees/Boards

- **Co-Chair of the DEI Committee**

Mile High United Way

February 2022- June 2022

Denver, CO

- **Secretary of the Board**

Ceiba, USA-501 C 3

2015-2018

Denver, CO

Summary

Professional with a charismatic focus on community and of being of service. Enveloped in serving others as both a dedicated community member and small business owner. Eager to leverage leadership and professional development skills utilizing previous experiences in various industry settings, both in the public and private sector.

Experience

- **Lutheran Family Services Rocky Mountains- Volunteer & Community Engagement Coordinator**

Denver, CO

12/2022- 08/2023

- Enlists and trains volunteers, interns, and community partners to connect to incoming refugee populations whom are resettled through the Refugee Reception & Placement program via the United Nations High Commissioner for Refugees.
- Serves as liaison between volunteers, clients and case management teams.
- Facilitates trainings and manages all aspects of the Refugee Reception & Placement program compliance for the Volunteer, Co-Sponsor and Cultural Mentoring and Exchange program.
- Builds volunteer and cultural mentorship teams to match with incoming refugee populations.
- Develops training materials and resources for volunteers, service learners, and interns. Provides initial and subsequent training and support.
- Screens and interviews potential internship candidates
- Onboarding and offboarding duties as required for incoming and outgoing cohorts.
- Facilitates weekly Intern Professional Development meetings.
- Performs in person and virtual outreach to congregations, businesses, and other community groups to educate on refugee reception and placement history and policies, resettlement issues and to promote, support, and obtain volunteers for refugee clients.
- Plans and organizes special events to include World Refugee Day events, outreach and educational events, networking events, drives, and managing agency participation in events.
- Provides information about the Cultural Mentoring and Exchange program to new refugee clients at intake and coordinates with case managers to prioritize families for the program.
- Utilizes and maintains volunteer management database.
- Coordinates donations from churches and community groups.
- Coordinates holiday and group service projects for volunteers.

Specialized Trainings

- **Mental Health First Aid Training**

Adult MHFA - 2nd Edition - 7.5 hr

Eligible CEUs

April 2022

Denver, CO

Mile High United Way- Community Resource Specialist, 2-1-1 SNAP

Denver, CO

11/2021- 08/2022

- Supplemental Nutrition Assistance Program (SNAP) Outreach Partner.
- Outreach and inbound support to clients needing to access Food Security.
- Customer service, relationship and rapport-building and trauma informed responses.
- Sales Force Data Entry and Profile generation.
- Provide resources for underserved marginalized communities.
- Lead DEI Committee Meetings as Co-Chair.
- Manage Zoom and Microsoft Teams meetings as Lead/ Scribe.

Mile High United Way- Community Resource Specialist

Denver, CO

08/2021 – 11/2021

- Maintained 2-1-1 Database within Sales Force.
- Outreach to agencies in database that provide services to community.
- Customer service, relationship, and rapport-building with various types of incorporations in private and nonprofit sectors.
- Inspected and proofread documents and updated Google forms to check accuracy.

Mile High United Way- Community Resource Navigator

Denver, CO

05/2021 – 08/2021

- Inbound/ outbound call center operator for national nonprofit 2-1-1.
- Provide resources for underserved marginalized communities.
- Lyft Concierge Specialist.
- Grant and Special Funding advocate.
- New Hire Trainer.
- Sales Force Data Entry and Profile generation.

Iccauhtzin, LLC - CEO/ Owner/ Creator/ Designer

Denver, CO

08/2016 - Current

- Designer, creator and stylist of a lifestyle and apparel brand.
- Establish and oversee strategic business actions and streamlined operations by building website, maintain Search Engine Optimization, Ecommerce fulfillment, Customer Service, Marketing, Social Media Content Creator, Event Planning and Promotion, Accounts Receivable, Accounts Payable, Shipping/ Receiving, Fabric Cutting, Sewing, Pattern Drafting, Tailoring and Seamstress work.
- Maximized profits through reducing expenditures, while also making items accessible to community.
- Implemented "Prom Threads" program assisting in making formalwear and industry professional services accessible to students in need.
- Implemented virtual Sew-A-Long enrichment program.
- Donation-based mask maker for community.

Skills

- Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Office
- Sales Force
- 10 Key by Touch
- Accounts Payable, Reception
- Accounts Receivable, Reporting
- Basic Sales & Support
- Drafting
- E-commerce
- Instruction
- Managerial
- Marketing
- Money Handling
- Public relations understanding
- Shareholder accountability
- Organizational leadership
- Relationship management
- Strategic planning
- Program leadership
- Risk management
- Regulatory compliance
- Financial administration
- Creative and artistic
- Analytical skills
- Design strategy
- Multi-tasking abilities
- Computer literate
- Corporate design
- Originality
- Art conceptualization
- Collaboration skills
- Communications
- Invoice generation
- Administrative support
- Team management
- Organization
- Business operations
- Planning and coordination
- Massage Therapy
- Tailoring
- Sewing

TransLease, Inc - Documentation Specialist

Commerce City, CO

05/2013 - 08/2016

- Produced contracts for TRAC Leases, Installment Leases, and Loans for commercial businesses.
- Managed secure storage, backups, and retrieval of archived documents.
- Created technical documents and updated throughout document retention lifecycle.
- Distributed copies of lease and loan documents to Sales Analysts, Borrowers and Banks.
- Inspected and proofread documents to check accuracy.
- Promptly responded to requests for information while maintaining security of borrower information.

Bank of the West- Customer Service Representative

Commerce City, CO

09/2011 - 12/2012

- Process Customer/ATM/Night Drop Deposits.
- Cash Checks, Process Deposits and Withdrawals.
- Lead keyholder duties which include process Consumer Loan Payments, Credit Card Cash Advances, TT & L Payments, Travelers Cheques, Money Orders, Cashier's Checks, Sell and Redeem Savings Bonds, Place Stop Payments, Special Instructions, and Deposit Holds.
- CTR/MIL Completion, Complete Wire Transfer Forms.
- Safe Deposit Entrance Procedures.
- Filing (Signature Cards/Reports), Prepare Bank Work Bag for Pick Up.
- Product Knowledge and Industry Knowledge on Regulations and OFAC Restraints.

FineLine Graphics - Office Manager

Denver, CO

08/2010 - 08/2011

- Reception/ Accounting.
- Successfully implemented transfer of paper records system to electronic records system.
- Manage the entire office for any external and internal needs, procurement, and reception areas.
- Scheduling
- Collaborated closely with VP and President to effectively improve office operations.
- Planned and executed successful corporate meetings, luncheons, and special events for groups of up to 100.
- Professional business correspondence to maintain strong line of communications.
- Maintained office supply procurement.

[REDACTED]
[REDACTED]

References

(Professional)

- Robert Neumann
[REDACTED]
- Monica Heredia-Corona
[REDACTED]
- Jennifer Barrientos
[REDACTED]

Volunteerism

2022 Denver Day of Service w/ Denver Broncos @ Sun Valley Kitchen

Denver, CO
June 2022

Women United Village w/ Women United

Denver, CO
May 2022

DAC- Disaster Assistance Center for the Marshall Wildfire

Lafayette, CO
January 2022

MHUW Children's Holiday Party

Denver, CO
December 2021

MHUW Day of Caring

Boulder, CO
September 2021

[REDACTED]

Planet Laboratories - Certified Massage Therapist

Denver, CO
04/2010 - 09/2010

- Perform chair massages, 60 and 90-minute Swedish, Deep Tissue, and Neuromuscular massages.
- Minor clerical duties.

Overland High School - Paraprofessional/ Teaching Assistant

Aurora, CO
01/2010 - 06/2010

- Strong knowledge of content area, teaching methods, learning styles and educational research related to learners with all types of special needs.
- Demonstrate an understanding of the scope and sequence of a special education curriculum.
- Strong classroom management, communication, organization, and planning skills.
- Knowledge of both formal and informal diagnostic assessments for students with a variety of learning difficulties.
- Positively impact achievement and differentiate instruction based on the needs of the students by supporting programs designed to increase student achievement.

Western Beverage - Sales Analyst/ Executive Assistant

Denver, CO
12/2008 - 12/2009

- Executive assistant to the VP of the company.
- Daily reporting duties for District and General Managers.
- Oversee payouts and run sales revenue reports for approximately 100 sales representatives.
- Update incentives.
- Lead monthly General Sales Meetings, as well as business reviews for numerous suppliers and accounts.

Agilent Technologies

Englewood, CO
08/2007 - 12/2008

- First Contact Sales & Support of test and measurement equipment and devices.
- Respond to internal partners and customers in product order fulfillment, service requests, product changes/exchanges or returns.
- Help navigate customers through web-based applications.
- Assist accounts receivable collections.
- Order fulfillment activities including managing direct factory orders, monitoring inventories, coordination of delivery of factory products.
- Facilitate internal and external calibration requests.