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**Objective:**

My goal is to serve the community, collaborating with different organizations in the city. These activities involve my personal and professional life.

**Skills:**

- Interpersonal Skills.
- Critical Thinking.
- Problem Solving
- Customer Service Skills.
- Teamwork Skills.
- Organizer

**Education:**

***Albertus Magnus College- New Haven, Connecticut***

*Master's degree in management and Organization Leadership.*

May 2017

Bachelor of Science in Business and Leadership

May 2015

***Gateway Community College- New Haven, Connecticut***

May 2007

Associate Degree in Science of Business Administration

Associate Degree in Science of General Studies

**Experience:**

**Family Services Worker-** New Haven, Ct-New Haven Public School April 2022-current

Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children.

**Pediatric Care Coordinator-**New Haven, Ct- Fair Haven Community Health Clinic

Nov.2000- July 2021.

Screen for social determinants of health at least yearly using a validated screening instrument. Outreach to patient population based on gaps-in care reports or other reports that have identified vulnerable patients and families.

Assist with and follow-up on the successful completion of health maintenance items (e. g. referral, lab testing, visit and others) and chronic disease management (e.g., routine diabetic or asthmatic care). Documentation client referral, encounter, and services in the EPIC electronic health record and communicate securely with other team member and clinicians.

**Sewing Instructor- New Haven, Ct- City of New Haven** February 15, 2019-April 2020.

Coaching and assistant senior citizen 55 older to design and sew different items. This provides social, physical and mentally skills. Enhancing the quality of life to participant. Compile information on all components: fabric, construction, sewing instruction and trims. Assist with pattern development and cut material using instrument and scissors. Collaboration with outside research to provide services in the three senior centers.

**Assistant Manager - Milford, CT- Stop Shop** Nov 16, 2017- Dec 2000.

Assisted with employee development by providing training, counseling, performance appraisals, and promoting teamwork. Investigate, resolved customer inquiries and complaints in an empathetic manner. Train and coach of the associates. Keep the standards according with the company policy. Oversee daily front-end operation for associates and the balances of the registers. Enforced company cash handling policies and procedures, and other loss prevention policies.

**Assistant Manager- Madison, CT- Stop shop** April 24, 2000- Transfer

*Same responsibility shown above.*

### **Certification**

Connecticut Community Health Worker (State certificate)

Social Determinant of Health Certificated (University of Michigan)

COVID 19 certificated with Michigan University

Leadership Education in Neurodevelopmental Disabilities (UConn)