

Noemi Pagan

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Counselor – Office Manager - Interpreter

Professional Highlights

- 25+ years in business-related environments including education
- Able to motivate others to ensure their success, advocating for those unable to do so
- Knowledgeable of FMLA Labor laws
- Assess individuals and advise as to ways of becoming successful
- Create office environments that promote cohesiveness and cooperation
- Interpreter English to Spanish and Spanish to English
- Capable of listening and providing input based on information provided during the conversation
- Able to build and teach toleration and social skills to younger people
- Provide the justice, care, guidance, and support needed for enablement and empowerment
- Coach individuals to approach new challenges with a bright outlook and attitude
- MS Office Suite certified

Education

Masters of Education

Adjustment Counseling and Mental Health Program
Cambridge College
Springfield, Massachusetts
2021/Present

Bachelor of Science Human Services

Graduated Magna Cum Laude
Achieved Dean's List Status
Springfield College
Springfield, Massachusetts
09/2019

Associates of Science

Holyoke Community College
Holyoke, Massachusetts
09/2017

Achievements

Certificate Program

The Translation Center, Interpreter, and translator in Education
Department of Linguistics
College of Humanities and Fine Arts
University of Massachusetts, Amherst

Experience

Holyoke Public Schools

Holyoke, Massachusetts
03/2004 - Present

Office Manager

09/2016 – Present

- Greet visitors and, for security purposes, verify they checked in via entry into the log
- Handle all records with a high level of sensitivity and confidentiality
- Post updates in school software “Class Dojo” to keep parents current on the school calendar
- Call as many as 6+ local vendors for repairs to office machines
- Integral member of the Crisis Team
- Handle school transfers within the public school system
- Maintain an MS Excel spreadsheet of withdrawals of all students
- Requested student records for those coming from out of state or other school systems
- Validate student data and keep accurate information in case of an emergency lockdown, shelter in place, or crisis
- Send cumulative record of student information to other schools
- Assist Department of Children and Families (DCF) with investigations and information
- Review, approve, and correct Personal Time Off (PTO) and ensure accuracy
- Order supplies through local vendors and ensures appropriate level of supplies is met
- Collect all monies from fundraisers or events and make deposits
- Updating records for Special Education (SPED) and bilingual (Elevations) students

Human Resources Generalist

09/2006 – 08/2016

- Greeted and serviced applicants and other visitors
- Maintained and updated all records maintaining both sensitivity and confidentiality
- Processed Family Medical Leave Administration (FMLA) documentation and Criminal Offender Record Information, CORI
- Requested fingerprints and obtained results and maintained them in a secured area
- Involved in Collective Bargaining activity with local unions
- Maintained a listing of active substitute teachers and communicated to all schools

Secretary for the Transiency Opportunity Program (TOP)

09/2005 – 08/2006

- Greeted visitors and verified they checked in for security purposes
- Kept student information confidential
- Withdrew students and assured submission of paperwork to current school
- Requested student records, in and out of states, or cities
- Created yearbook, and helped planned graduation event

Data Entry Clerk

03/2004 – 08/2005

- Greet visitors and verified they checked in for security purposes
- Withdrew students and assured submission of paperwork to current school
- Requested student records, in and out of states, or cities
- Maintained an inventory of supplies and organized supply closet

EAP Coordinator

05/2001 – 03/2004

River Valley Counselling Center, Holyoke Hospital, Holyoke, Massachusetts

- Worked with 100+ clients who needed assistance with the Employee Assistance Program
- Scheduled appointments for counselors and handled crisis-oriented telephone calls
- Provided data to companies who had EAP programs and needed information for the Center
- Gave utilization numbers to companies for statistical use

“References available upon request”