

# José Luis Ramos

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## Education

2013-2016 **University of Connecticut**  
Master of Public Administration

2012-2013 **University of Connecticut School of Social Work**  
STEP Program; Courses: *Human Behavior in the Social Environment: Macro & Micro Theories and Human Oppression: The African-American and Puerto Rican Perspective*  
3.91 GPA

2004 **University of Connecticut**  
BS, Human Development and Family Studies  
Modern and Classical Language; Spanish  
3.13 GPA

## Skills

- Bilingual: Spanish & English; fluent in oral and written form
- Computer: Microsoft Office; Word, Excel, Power Point, Access, Publisher

## Professional Experience

2008-present **University of Connecticut**

2011-present *SSS Counselor*  
**West Hartford, CT**

- Academically advise approximately 80 students each semester
- Instruct two sections of freshmen enrichment course
- Support with organization and implementation of program events including parent and student orientation, professional development workshops and volunteer activities
- Provide academic support to campus change student
- Develop academic improvement plans for students on scholastic probation or subject to academic dismissal

2008-2011 *STRONG-CT Program Coordinator* **Storrs, CT**

- Assisted students in the STEM majors with academic planning, counseling and career goals
- Acted as a liaison between student and other departments on campus
- Coordinated tutoring, mentoring and program recruitment
- Maintained and tracked student records, academic progress, database and budget
- Instructed a one-credit enrichment seminar for first semester freshmen

2004-2008 **Trust House Family Learning Center**  
**Hartford, CT**

2008 *Family Services Supervisor*

- Reported directly to Interim Executive Director
- Directed all activities within Family Services program

- Managed 4 staff, 2 volunteers and 2 interns; directly supervised two staff members
- Served on Development Committee; planned and organized fundraising events
- Designed agency's marketing material for special events, silent and live auction presentations, program books, invitations, annual reports, brochures and newsletters

2005- 2008 *Community Coordinator*

- Developed and implemented new After-School Enrichment program at Trust House
- Supervised staff and interns in the After-School Enrichment program
- Designed agency's annual reports, newsletters and brochures
- Served on agency's Development Committee
- Participated in two needs assessments with neighborhood residents
- Maintained client database and provided routine reports on client demographics
- Continued to provide case management for clients

2004-2005 *Case Manager (HOPE VI Project)*

- Advocated for clients; referred clients to social services in the community; provided home visits
- Maintained records to monitor clients' progress; developed case plans to effectively pursue clients' short-term and long-term goals
- Served as liaison between Trust House and community agencies

2000.2003 **Center for Academic Programs, University of Connecticut Storrs, CT**

*Office Assistant*

- Organized and co-facilitated meetings and workshops for incoming freshmen
- Prepared invoices and receipts for conferences; performed clerical work

1997.2001 **Capital Region Education Council, Jobs & More New Britain, CT**

2001  
of age) *Team Leader, CyberFUN summer computer camp (for children 8-13 years*

- Supervised and provided support to camp counselors
- Facilitated and documented group meetings
- Developed daily lesson plans for camp counselors
- Created a Web Page and power point presentations which included the outcomes of the camp

2000 *Office Assistant*

- Job coached co-worker; bookkeeping; updated agency mailing list; clerical work

1997-1999 *Summer Camp Counselor*

- Mentored campers through daily computer activities

**Additional Professional Activities**

2012 UConn GHC, Mission Committee

**West**

**Hartford, CT**

2012 UConn GHC, IT Advisory Committee

**West**

**Hartford, CT**

2006-2009 **Board of Trustees** for Collaborative Center for Justice  
**Hartford, CT**

### **Training and Workshops**

- 2007-2008 **Director Training Program**, Trinity College: training included instructions on writing skills, public speaking, human resources, finance and reporting, professional development and organizational development
- 2006 **Advanced Presentation Skills**, presented by Adrienne Milics
- 2006 **Boundaries in Ethical Practice**, presented by Mary-K O'Sullivan, LMFT, LADC, LPC
- 2005 **Nurturing Week Training Series**, presented by Dr. Stephen Bavolek and Mark Perlman, MA
- 2004 **Reports and Recordkeeping**, presented by Mary-K O'Sullivan, LMFT, LADC, LPC
- 1997.2001 **Experiencing Diversity Workshop**: five, three-day workshops focusing on person centered principles developed by Carl Rogers

### **Related Educational Experience**

- 2002 **Study Abroad**  
**Granada, Spain**
- Lived with host family for one semester; course work included grammar, translation, poetry, short stories and literature