

CLAUDIA CASTILLO

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HIGHLIGHT OF QUALIFICATIONS:

- Over ten years of administrative, educational, and career development experience
- Master of Science in Human Resources Development and Adult Education
- Certificate for Training in Instruction, Supervisor, and Assessor Qualification course
- Ability to deal with increasing responsibilities in management and training, needs analysis, customer service, and development and implementation of educational programs

PROFESSIONAL EXPERIENCE:

- 9/05 – Present **Florida International University**, School of Hospitality and Tourism Management. Miami, FL
International Enrollment Manager
In charge of the coordination, enrollment, and registration of the TUC/FIU program in Tianjin, China. Procure recruitment within national and local educational institutions and provide advisement to the students interested in attending the Study Abroad program in our TUC/FIU center. In charge of the administrative details such as travel, students' academic admission and processes, follow up and guidance.
- 5/05- Present **Florida International University**, School of Hospitality and Tourism Management, Miami, FL
Adjunct Instructor. Classes: Travel and Tourism Systems, International Travel and Tourism, Tourism Systems, and Introduction to Hospitality, Travel and Tourism Management.
- 9/03 – Present **Florida International University**, School of Hospitality and Tourism Management. Miami, FL
Assistant Director of Career Development
Coordinate recruitment season on a semester basis. Conduct a holistic assessment of students to determine special employment needs and special career counseling needs. Assist students in developing individualized career plans. Coordinate on-campus career and job placement visits. Maintain schedule of incoming recruiters and office space for interviews. Follow up on job placement and job retention. Maintain library of hospitality career literature, software, and database to assist students in career choices.
- 9/03 – Present **Assistant Director of Institute for Hospitality and Tourism Education and Research** (IHTEER). Coordinate projects for the development and administration of educational programs and seminars. Prepare reports and appropriate administrative forms for Institute. Recruit, oversee, and manage students in online programs. Maintain and manage student files. Initiate, run, and complete seminars, and special or tailored company requested programs.
- 9/99-9/03 **Florida International University**, School of Hospitality and Tourism Management. Miami, FL
Coordinator of Career Development. Assistant to Director of Career Development Office and Institute for Hospitality and Tourism Education and Research. Planned, operated, and administered student internship and career development, job fairs, graduating students advisement, recruitment schedule and non-credit programs coordination. Liaison between School and industry. Official office translator for Spanish speaking international visitors.
- Summer 2000 **Florida International University**, School of Hospitality Management, Miami, FL.
Adjunct Instructor. Class: Amadeus Computer Reservations System
- 9/98 – 3/99 **Seafarers' House**. Port Everglades, FL. **Director** of Volunteer Services. Recruited, trained, and organized volunteer work force. Trained coworkers in the use of MS Office. Coordinated fundraising and in-house special events.

- 9/98 – 3/99 **Remington & Associates**, Travel, Tourism & Hospitality Consultants. Pembroke Pines, FL. **Project Manager**. Coordination of FT student group tours, evaluation of hotel operations and marketing strategies.
- 4/98 – 8/98 **Florida International University**, N. Miami, FL. **Visiting Assistant Director**. Hospitality, Travel and Tourism Focus Center. Co-authored a proposal for grant funded program. Initiate and monitored courses and activities. Coordinated field trips, guest speakers, contracts, student evaluations, and accounting of expenses.
- 6/96 – 9/98 **Florida International University**, N. Miami, FL. **Assistant Director**, Travel Industry Certificate Program (TICP). Administered the TICP, hired instructors, contracted travel agencies and classrooms. Advised, registered, and placed students for required internship and employment, organized and guided familiarization trips.
- 2/96 – 5/96 **Miami Dade Community College**, Miami, FL. **Adjunct Instructor**. Travel and Tourism Department. Class: System one Computer reservations system.

EDUCATION

- 8/99 **Simulation, Training, Assessment & Research (STAR) Center**, Dania, FL
Instructor, Supervisor, and Assessor (Train the Trainer) Qualification Course.
- 12/98 **Florida International University, College of Education**, Miami, FL
Master of Science in Human Resources Development.
- 12/95 **Florida International University School of Hospitality Management**, Miami, FL
Bachelor of Science in Hospitality Management/ Travel and Tourism Track. Magna Cum Laude
Specialization Certificate – Travel Industry Certificate Program
- 12/94 **Miami Dade Community College**, North Miami, FL
Associate in Arts. Summa cum Laude.
- 04/94 **Miami Dade Community College**–Travel and Tourism Department, Miami, FL
Associate in Science in Travel Industry Management with Honors. Specialization Certificates:
Travel Specialist, Professional Travel Management, Certified Tour Guide.

HONORS

- Florida International University: Employee of the Year: 2003
- Phi Theta Kappa International (PTK) Honor Society, Delta Delta Phi Hospitality Honor Society, Golden Key National Honor Society, National Scholars Honor Society, National
- PTK Divisional Award Student of the Year, Business and Technology, 1995
- MDCC- Travel and Tourism Department, Student of the Year Award, 1995
- National Model United Nations MDCC 1995 Delegation Member

SKILLS

Languages: Fluent in Spanish.
Computers: MS Office XP, Corel Presentations, Word Perfect, Publisher. Advanced Computer training: Front Page Editor, E-mail, Internet, WebCT. CRS – System One, Sabre, Amadeus.

COMMUNITY INVOLVEMENT

Jackson Memorial Hospital volunteer interpreter. Lupus Fund support group Spanish language facilitator. Dade County Public Library Children's Program: volunteer story reader.