

Marcell Urbina

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Highly motivated professional with a diverse range of experience. Personable and flexible, self-starter, proactive, open minded self-driven with a “can do” attitude; Capable of working in various environments while maintaining productivity with an eye for detail.

CORE COMPETENCIES AND RELEVANT SKILLS

- Support to Individuals at Various Levels
- Type 55 WPM
- MS Office Suite - Word, Excel, PowerPoint
- Verbal and Written Communication
- Client and Customer Service
- Strong Work Ethics
- Sensitive to Confidential Information
- Team Oriented
- Open to Continuous Learning and Development
- Receptive to New Technologies
- Tech-Savvy; PC and Mac Literate
- Google Applications; i.e. Google Drive, gCal
- Bilingual; English and Spanish
- Attention to Detail and Multi-tasking

PROFESSIONAL EXPERIENCE

Administrative Associate – San Francisco Family Support Network

2015 - 2016

- Provided high-level of support to Director of Training
- Responsible for gathering numerical data (monthly and quarterly) and coding data into electronic grant recording systems for 3 grants (CMS, GMS and HSA Title IV)
- Coordinated logistics for 1-2 weekly member trainings including scheduling venues, venue setup and breakdown, A/V setup, A/V troubleshooting and food ordering
- Made copies printed materials and created folders for 25+ participants for weekly trainings.
- Responsible for addressing member’s concerns about training registration, participant progress in 4 different certification programs, and general training inquiries.
- Recorded minutes for Technical Assistance and Training Committee and disseminated action plans within 1 day and minutes within 1 week.
- Created marketing materials for FY 15-16 trainings from flyers to email campaigns using Mailchimp.
- Maintained and updated multiple training calendars for internal use and for member/trainee distribution
- Tracked participant registration and payment for trainings using Eventbrite system.
- Tabulated and recorded training evaluation results using SurveyMonkey.

Administrative Assistant to the President – Scarborough Insurance Agency

2013 - 2015

- Provided high-level of support to President
- Coordinated and scheduled all public appearances at health conferences for the President
- Responsible for booking all travel arrangements
- Scheduled and coordinated all meetings and appointments for the President
- Monitored and screened phone calls and voicemails, as well as took messages
- Maintained utmost discretion when dealing with sensitive topics and materials
- Created typed documents such as correspondence, drafts, memos and emails
- Circulated documents via postal service or email
- Made copies, printed materials and created files along side other administrative duties as necessary

Administrative Assistant – Realty World

2008 - 2012

- Provided high-level of support to top producer in daily operations
- Exceptional management skills that include moderate scheduling of externals meeting with multiple parties
- Coordinated internal office meetings and collaborated with internal team to create meeting agendas
- Created informational PowerPoint presentations for clients
- Screened phone calls, emails and voicemails for supervisor
- Maintained filing system of all contracts that were completed and in process of completion
- Consolidated all expense receipts and generated monthly expense report for immediate supervisor
- Networked with various industry partners to sustain current working relations and compiled contact information in company database
- Strategized with top producer on marketing plans and researched marketing trends on market comparables

Student Orientation Counselor – New Student Services

2007 – 2008

- Commitment to helping new undergraduates and their families with their transitions to campus community
- Developed cohesive relationships with fellow counselors through a semester of teambuilding and continual feedback sessions
- Led and facilitated groups of 10-20 students and/or their guests during 14 or 15 orientation programs throughout the summer
- Listened to and addressed student and guest concerns; Motivated apathetic attendees by evaluating individual personalities and tailoring recommendations and advice accordingly

- Interacted with groups of mixed ethnic backgrounds
- Explained University procedures and policies to both small and large groups of people
- Responsible for responding to online inquiries in a timely manner via email and Facebook

Executive Assistant & Junior Recruiter (Intern) - *Foundation Systems, Inc.*

2005

- Worked, collaborated and assisted CEO and Senior Recruiter/Manager of Global Integration & Delivery with job opportunities within the company
- Managed daily calendar for CEO of company to maintain their productivity high
- Arranged and conducted daily check-in with the India Team through various methods of communications (i.e. conference calls, group chats, individual instant messaging, emails, etc.)
- Responsible for posting job opportunities on multiple online job boards for business partners
- In charge of screening and interviewing candidates by reviewing resumes, phone interviews and in-person face-to-face interviews
- Recruited front-end secretary for in-house at Foundation Systems

VOLUNTEER EXPERIENCE

Mission Housing Development Corporation - *Volunteer*

2011-2016

- Food pantry
 - Help receive and set-up food
 - Handing out numbers for participants
 - Helped maintain orderly lines
 - Monitored that everyone was able to receive food
- Fundraising Volunteer
 - Greeter
 - Registering attendants
 - Set-up and break-down
 - Clean up
- Tabling at community events
 - San Francisco Carnival
 - Sunday Streets

Rebuilding Together Oakland – *Volunteer*

2008-2009

- Assisted in the rehabilitation of homes of low income families and elderly in the East Bay/ Oakland area
- Work included the following:
 - Yard cleanup and gardening
 - Sealing of window panes and cracks in walls
 - Painting of rooms and exterior
 - Debris removal from work site
 - General home maintenance

BizAcademy/ SalesForce.com - *President of UniFive*

2005

- Entrepreneurial training and business startup program
- Created team called UniFive as well as business plans and sales plans
- Met with Venture Capitalists to acquire funds to start business
- All profits were donated to SalesForce.com to continue the BizAcademy program

EDUCATION, CERTIFICATIONS & LICENSES

San Francisco State University – Bachelors of Arts in Sociology, Minor: Latina/o Studies

GPA: 3.82 Awards: Dean's List (4 Semesters)

City College of San Francisco – Associates of Arts, Latin American & Latina/o Studies

Associates of Arts, Art and Humanities

Associates of Science, Social and Behavioral Science

Associates of Science, California Real Estate

Associates of Science, Math and Science

Certificate of Achievement, Latin American & Latina/o Studies

Certificate of Achievement, California Real Estate

GPA: 3.34 Awards: Dean's List (4 Semesters)

State of California; Bureau of Real Estate – California Real Estate Licensee

License ID: 01897365

National Family Support Network – Standards of Quality for Family Strengthening and Support Certificate