

Rosángel E. Cruz

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EMPLOYMENT HISTORY

Non-Profit Experience:

- May 2007-- Present** **Shelter Association of Washtenaw County (SAWC), Ann Arbor, MI**
Development Officer—Director of Volunteering/Major Gifts Officer
- Direct and manage a robust group of over 400 volunteers at a company savings of \$225,240/ year. These include various student groups from an array of academic disciplines, medical clinic doctors and general community volunteers. Increased volunteer force by 180% in less than a year.
 - Screen, train and schedule volunteers across all Shelter programs including, our Residential program, 'Services Only' program, Medical clinics, Breakfast program and Winter programs.
 - Revamped the way in which trainings were conducted including the streamlining of materials. Currently bring specialized speakers, offer staff presentations and a tour of the facility. Trainings are consistently highly evaluated.
 - Spearhead and manage the scheduling and recruitment of 16 faith based organizations for our Rotating Shelter Program, a life-saving winter program offered by the host site for SAWC clients. Recruited three new organizations within the last twelve months.
 - Work with managers to develop effective volunteer positions/roles.
 - Maintain a database for tracking purposes and produce report as needed.
 - Participate in various community outreach projects and educational workshops to educate community members about SAWC's mission and vision. Act as the "face of the Shelter" and have been a guest speaker at the University of Michigan, Washtenaw Community College, Eastern Michigan University and various other organizations for recruiting, internship, fund-raising & educational events.
 - Increase our donor base by building relationships with the corporate, faith based and other communities which bring the organization over \$30,000 in funding.
 - Prepare and submit small grant applications to faith-based and community organizations
- August 2004- Jan. 2007** **Shelter Association of Washtenaw County, Ann Arbor, MI**
Medical Case Manager
- Coordinated clients' health care needs with Shelter Association Medical Clinic Doctors, Nurse Practitioners, Psychiatrist and other community services/ hospitals.
 - Conducted Medical and Psycho-Social Assessments; obtained 'Specialty Care' approvals to address clients' chronic health conditions; attained medications for clients who could not afford them and who were not covered by any health care plan.
 - Advocated for consumers and helped them identify and receive health related entitlements, including disability benefits.

- Provided education and support to patients in following with medical recommendations, information about medications, and chronic care management issues.
- Overall,
 - Engaged with over 350 clients and provided on-going Case Management for up to 75% of them;
 - Tripled membership enrollment of Washtenaw Health Plan (County Health Plan) recipients among Shelter clients in the first year and continued a steady growth;
 - Raised over \$25,000 for Shelter Health Clinic through membership enrollment.
- Conducted internal workshops to educate clients on disease prevention, the importance of attaining health care and their right to high-quality care. Also spoke to Medical Schools and other students about the Shelter’s mission and vision as it relates to client’s health care.

Clinical/Research Experience:

**January-
MI
May 2004** **University Of Michigan Autism and Communication Disorders Center—Ann Arbor,**
Research Assistant/Project Consultant

- Spearheaded the coordination and data collection for 3 key projects: The **Molecular Genetics of Autism Study**, **First Words Project** and **Toddler’s Project**:
 - Had overall charge of the recruitment aspects of these projects including screening families to determine eligibility; scheduling parent interviews and subjects’ evaluations and ensuring the Center was equipped with the necessary materials to ensure proper data collection.
 - Coordinated the Public Relations and recruitment aspects of the First Words Project— met with Pediatricians in the immediate Ann Arbor Area to explain the project and request their participation.
 - Disseminated screening materials and scored surveys and other diagnostic tests to determine criteria for participating in study.
- Coordinated the creation of an internal database to track information while ensuring confidentiality.
- Assisted in the preparation and implementation of the Toddler’s and the Molecular Genetics’ study protocols and IRB project approval applications.

**Nov. 2003-
Jan. 2004** **Southwest Counseling and Development Services—SWCDS, Detroit, MI**
Bilingual Access Clinician (Temporary Assignment)

- Acted as the first point of contact for the Latino-based population in the Detroit Metropolitan area to address their psychiatric needs.
- Interviewed “walk-ins” or phone contacts about their current psychiatric status and history; assessed status of potential clients and made recommendations for treatment, based on age, diagnoses and/or insurance availability.
- Partnered with Psychiatrists and Social Workers to ensure that the solutions and alternatives offered, based on the clients needs, were comprehensive and addressed not only the psychiatric needs but also family and social issues.

**Sept. 2001-
July 2003** **The Research Foundation, State University of New York at Buffalo, Buffalo, NY**
Research Assistant, to Elaine M. Hull, Ph.D. and Director of BNS, Department

Research focused on investigating the anatomical, pharmacological, and behavioral specificity of dopaminergic influence on male rat sexual behavior. The differential contributions of the medial preoptic area to sexual motivation and genital reflexes and of the

mesolimbic dopamine tract to sensorimotor activation and motor organization were also studied.

- Assessed neurotransmitter release during behavior using the following techniques: Microdialysis, High performance liquid chromatography (HPLC) with electrochemical detection, microinjections, stereotaxic surgeries and behavioral measures.
- Investigated the role of metabotropic glutamate receptor on male sexual behavior (MA Thesis Project).
- Responsible for data collection, organization, analysis, preparation of abstracts and manuscripts, and presentations at various conferences, including the Society for Behavioral Neuroendocrinology, Society for Neuroscience, and Sigma Xi.

Consulting And Business Experience:

2000-2001 **Merrill Lynch (ML), Jersey City, NJ**

Internal Consultant, Securities Services Division, Business Technology Integration

- Provided project coordination for the integration of Herzog Heine Geduld, one of the world's leading financial management companies, acquired by ML in May 2000. Herzog's integration was fully and successfully completed in January 2001, through:
 - The management of project teams -- including project plan coordination and reporting, facilitation of meetings, working sessions, site visits and committee schedules.
 - Data analyses -- gap, comparative, cost/benefit and functional analysis.
 - Process re-engineering / Coordination of approval processes.
 - Completion of operational procedures and required documentation.
- Coordinated and completed an annual volume survey study, conducted across the U.S., Europe, Japan, Asia, Australia, and Latin America to assess ML systems' capacity and ability to meet the demands of industry and business initiatives such as extended trading hours, Third Party Clearing, and ML Direct.

1996-1999 **Chase Manhattan Bank, New York, NY**

1998-1999 **Quality Manager, Chase Manhattan Mortgage Corporation (CMMC)**

Partnered with senior management and staff to build and implement the Quality strategy within CMMC. Coordinated business-wide improvement initiatives to support strategic planning, enhance employee involvement, decrease inefficiencies and increase profitability.

- Re-instituted and co-lead the Quality Council -- a team of senior managers that drove the effort in making changes to existing processes and procedures to improve service quality and cost-effectiveness.
- Partnered with Home Equity Division to reduce turnaround times and raise customer satisfaction scores. Improved turnaround time by 20% and increased satisfaction from 68% to 76%.
- Facilitated Retail's Diversity Council to identify emerging markets with revenue and size potential. Ensured that Channels were prepared to support business expansion through the right sales strategies and workforce support.

1997-1998 **Quality Analyst, Chase Manhattan Mortgage Corporation (CMMC)**

- Designed and implemented the "Voice of the Employee" annual survey for 9,000 employees. Improved participation rate by 15% and all survey items by 80%.
- Tracked, analyzed and reported service delivery measures from five Origination channels and Servicing Division. Recommended process improvement strategies to Sr. management to support business planning based on findings.

- Developed a quality scorecard to reflect CMMC's performance on key metrics and ability to deliver superior service. Revamped content and style of customer-focused Business Performance quarterly report.
- Developed strategic employee communications distributed nationally. Composed CEO's quality-related commentaries included on monthly newsletters.

1996-1997 **Associate, Management Development Program, Regional/Nationwide Consumer Bank**

Program consisted of structured work experience through four job rotations, practical classroom training and two team projects. Major competencies included Marketing, Sales and Operations. *One of 34 Candidates chosen out of 500 applicants*

EDUCATION

2002-2004 **State University of New York at Buffalo – M.A., Psychology**

Area of Concentration: **Behavioral Neuroscience (BNS)**

Master Thesis: "3,5-DHPG, a mGLUR1 receptor agonist, enhances sexual behavior in the male rat"

Advisor: Elaine M. Hull, Ph.D.

1992-1996 **Brooklyn College of The City University Of New York (CUNY) – B.S., Psychology**

Phi Beta Kappa, Magna Cum Laude

Relevant Skills:

- Experienced in non-profit management, consulting, quality management, policy deployment, data and trend analyses, performance measurement, process re-engineering, consumer and employee research, social science research, benchmarking, and project management.
- Proficient in MS Software, SPSS, Visio, On Line Services/Internet. **Fluent in Spanish** (Written & Spoken); some knowledge of **French**. Some experience with Clinical Assessments & Case Management working primarily with individuals experiencing homelessness and the Latino community.
- Versatile, quick learner and outstanding interpersonal skills.

Awards:

- African American, Latino, Indian, Native-American Award (ALANA) recipient (2003)
- Graduate Tuition Scholarship recipient, Psychology MA, Behavioral Neuroscience Program, State University of New York at Buffalo, Buffalo, (2002)
- Phi Beta Kappa, (1996)
- Magna Cum Laude (1996)
- Psi-Chi Honors Society, Psychology Honors Society, (1996)
- French Department Award for Academic Excellence, (1996)
- Golden Key National Honors Society, (1995)
- Dean's List (1992, 1994, 1995, 1996)
- Recognized by **Who's Who**, (1995)
- Valedictorian, (1991)

Conference Presentations/Publications:

- **Rosangel Cruz**, Richard T. Hull, Ed. (2006). The Unprecedented Life of Elaine Mangelsdorf Hull: Hallmark of Brilliance and Compassion: "*Homage to Elaine Mangelsdorf Hull--from a place of gratitude,*" chapter One, pp. 9-14.
- **R. Cruz** (2006). Beating the perfectionist paralysis -- <http://www.TAAonline.net>

- **R. Cruz**, M.Gil, E.M. Hull (2003). 3,5-DHPG a mGLUR1 receptor agonist enhances sexual behavior in the male rat-- Sigma *Xi Annual Research Day*—Buffalo, NY, May, 2003
- C.S. Faulring, **R. Cruz**, J.M. Dominguez, E.M. Hull (2002). Chronic Fluoxetine Inhibits Sexual Behavior in the Male Rat: Reversal with 8-OH-DPAT and LY-53,857-- *Society for Neuroscience* -- Orlando, FL, November, 2002.

Clinical Training:

- Motivational Interviewing “How-Tos”—September, 2005
- Building a Trauma Informed Place—Two-day conference (2004)
- Autism Diagnostic Interview Training (March 2004, International Training)
- Communication and Symbolic Behavior Scales Developmental Profiles (CSBS-DP)—February-May 2004

Association & Committee Memberships:

- St. Mary's Student Parish, Interfaith Council for Social Justice, *member*, Ann Arbor, MI (Summer 2007-Present)
- Michigan Development Director's Association, *member*, (May 2007-Present)
- Washtenaw Association of Volunteer Coordinators (WAVC), *member*, Ann Arbor, MI (May 2007-Present)
- Text and Academic Authors Association Foundation, *Advisory Panel* to assist the development of a project to increase minority representation in the area of textbook authorship (2006)
- Latinos of Livonia, *Selection Committee member*, Livonia, MI (2005-2007)
- Society for Behavioral Neuroendocrinology, *student member*, (2002-2004).
- Psychology Graduate Student Association, State University of New York at Buffalo, *member*, (2003-2004).
- Dominican Student Movement (MEDO), *President*, Brooklyn, NY (1994)

Volunteer & Civic Experience:

- **University of Michigan Theater**, *Volunteer Usher*, Ann Arbor, MI (January 2008-Present)
- **St. Joseph Mercy Hospital-- Huron Woods**, Senior Health Center, Alzheimer's Residential Unit, *Volunteer*, Ann Arbor, MI (April 2007-Present)
- **State University of New York at Buffalo**, Living Well Center, *Meta-Mentor*, (Fall, 2001)
- “**Casa Betzaida**”, AIDS Housing Facility, *Volunteer*, Brooklyn, NY (2001)
- Battered Women's Shelter, *Volunteer*, Brooklyn, NY (1995)

References available upon request