

MARGARITA CABRERA

COMPETENCIES

Public & Private Sector, Leadership & Team Management Skills, Strong Interpersonal & Customer Service Skills, MS Office Systems, Member of SHRM, Global Medallion Member

STUDY ABROAD EXPERIENCE

Vietnam & China | Summer 2017 |

Florida International University

- Participated in multinational corporation and US government entity visits/operations, up to a franchise store grand opening analysis
- Collaborated in leading a company audit, team capstone project, and City-as-Text research project
- Developed diverse knowledge of international dimensions and opportunities for the fields of International Business and Human Resources within emerging CIVETS and leading BRIC's nations
- Attained wider world view through collectivist societies including cultural/diversity appreciation, high level of adaptabilities & independence, communicate and engage effectively cross-culturally, and take initiatives and risks

PROFESSIONAL EXPERIENCE

**Social Media Director | FIU-SHRM Student Chapter |
Florida International University | 01/2018 – 04/2018**

- Developed and managed all published media content to reach the Chapter's audience
- Assisted with organizing all Chapter events and conferences

**Executive Leadership Intern | Miami-Dade County
Office of the Mayor | 01/2017 – 04/2017**

- Collaborated with county governance and academic field areas through structured workshops, projects, and mentorship in conjunction with county directors and senior leadership
- Participated in Human Resources Fair Employment Relations and Labor Relations Division practices, case immersions, and mentorship in compliance with leadership, county, organizations, and collective

SUMMARY

I am distinguished by bilingual, interdisciplinary performance, global, and leadership immersion contributing to the growth and success of organizational goals through personnel and administrative affairs.



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954-805-4157

EDUCATION

**BBA-Human Resources Mgt |
BBA-International Business Mgt |
| 01/2016-04/2018 |
Florida International University**

**AS-Business Administration |
HR Specialist Certificate | 12/2015 |
Miami Dade College**

bargaining regulations

- Developed supervisor training project for the Human Resources Benefits & Compensation Division for web based publishing and use as ongoing training tool
- Led the development and proposal of foundational team project with the Miami Dade Police Dept. augmenting resource collaboration with county organizations for the participants of the YOU Program

Business Division Intern | Broward County Port of Everglades | 05/2016 – 08/2016

- Facilitated the Human Resources Dept. with recruitment processes and relative projects achieving compliance with county main HR Division
- Collaborated with the Franchising & Permitting Dept. through project development and execution, meeting compliance of current procedures with the county's franchise and business permit requirements in conjunction with county databases
- Facilitated the Deputy Office & Business Division in preparation of project reports and related data, with research techniques, and analytical methods to the study of administrative systems, organizational structures, policies, and procedures

Executive Protégé Initiative | Florida International University | 01/2016 – 04/2016

- Conducted training for new entrants
- Assisted with organizing all program events

International Sales & Exports |

The Home Depot | 11/2013 – 01/2016

- Assisted leadership with personnel functions through planning and executing "Excellent Customer Service" training & coaching procedures, team & events management, and EOC committee engagement for a 300+ employee engagement store that met and exceeded company goals
- Managed the coordination of 7 key departments achieving store alignment in the highest volume district store resulting in progressive business metric growth
- Performed administrative Exports tasks including accounts portfolio management, order processing, international documentations, database management, spreadsheet reports, and logistics that yielded retained customer loyalty of international and local clientele
- Received multiple service recognition "Homer Award" badges including "Platinum Homer" badge, one of the company's highest level of recognition for customer service

LEADERSHIP & AWARDS

- Miami Dade County Mayor's Executive Leadership Awardee
- Executive Protégé Initiative Awardee
- Company CEO Homer Award: valuable company asset and outstanding customer service
- District Mgr. Homer Award: exceptional customer service and retention
- Store Mgr. Homer Award: superior leader and workplace initiatives
- Asia Immersion Study Abroad Certificate