

Nathalie Valencia
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Motivated professional with a strong background in project management, client assistance, case management, community outreach, administrative support, microsoft suite, and social media. Proven team leader with a commitment to effective communication, customer service, and relationship building.

EDUCATION

San Jose City College - Associates in Science: Sociology
Notre Dame San Jose High School - Diploma

May 2024
June 2020

PROFESSIONAL EXPERIENCE

Community Solutions

Morgan Hill, CA

Domestic Violence Advocate - Homelessness Prevention Housing Systems

September 2024-Present

- Managed a caseload of 10 clients in homelessness prevention, providing temporary financial assistance and casework.
- Conducted an internal audit of 250 files; developed a new filing system, and implemented procedures.
- Provided administrative support, including managing calendars and coordinating meetings with leadership and clients.
- Completed a 40-hour domestic violence training course.

International Rescue Committee

Santa Clara, CA

Health Caseworker - Intensive Case Management

October 2023-June 2024

- Supported 15 clients in navigating healthcare and social service systems and provided crisis response.
- Conducted community outreach and built a network of service providers.
- Maintained thorough documentation and case notes and organized health navigation orientation classes.

Program Assistant

June 2023-September 2023

- Created social media posts, presentations, graphics, and organizational materials.
- Supported various departments, ensuring smooth daily operations and project completion.

Bloomingdale's

Santa Clara, CA

Administrative Support Colleague

September 2022-January 2023

- Screened 20 candidates daily, coordinated interview processes, and facilitated onboarding and training for 40 new hires.
- Acted as an HR liaison to support cross-departmental communication.
- Provided administrative support and developed a self made onboarding training manual.

Rising Sun Center For Opportunity

San Jose, CA

Summer Program Manager

May 2022-August 2022

- Managed a team of 10, providing professional development coaching and conducting training sessions.
- Organized outreach events and phone banking, managing a 10,000+ unit inventory and exceeding program goals.
- Led the top-performing site, coordinating 9+ daily appointments across teams..

Nordstrom

Santa Clara, CA

Lead - Sales Associate

October 2021-March 2023

- Provided exceptional customer service, demonstrated product expertise, and built client relationships.
- Oversaw cash transactions, merchandising, stock management, and web fulfillment.
- Created social media content to enhance store engagement.