

# Joel E. Cintron

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## **Work Experience:**

Freelance Writer, Photographer, and Advisor

**September 2019 – Present**

- Conducts interviews and write articles for the Hartford Courant and other publications
- Captures event, food, and production photography for diverse client needs
- Provide clients with creative solutions to address issues and improve practices; event planning

**Goodwin College (University): East Hartford, CT**

**October 2017 – Present**

Student Account Specialist

- Assists students over the phone, in person, and through email with their accounts and balances
- Set up payment arrangements with students to conduct payments
- Complete Receivables, Payables, and various other reports in a timely, efficient manner
- Provide excellence in customer service and uses problem solving skills to assist students
- Design and implement various new procedures that streamlined their outdated predecessors
- Trains co-workers on specific roles such as Transcript Requests and Re-Enroll forms

**Hanging Hills Brewing Company: Hartford, CT**

**November 2018 – December 2019**

Taproom Personnel AKA “Beertender”

- Served beer and other refreshments to customers in a friendly, welcoming manner
- Created social media and other marketing content for brewery
- Coordinated, planned, and set up various events and performances in the taproom
- Represented the brewery at different festivals and initiated sales/relationships with local restaurants/bars

**Hertz Rent-A-Car: Manchester, CT**

**March 2017 – October 2017**

Sales & Service Associate

- Provided excellence in customer service while meeting the customers’ specific needs
- Achieved and exceeded sales goals in providing customers with Hertz’s protection and fueling packages.
- Conducted Daily Sales and Car counts using Microsoft Excel, which were then submitted to the Regional Manager

**Kelly Support Services: Farmington, CT**

**March 2017 – August 2017**

Substitute Teacher

- Conducted the absent teacher’s lesson plans to ensure continuation of the students’ learning
- Provided teachers with thorough notes of the day’s proceedings and the students’ behavior
- Ensured students were able to learn in a safe environment
- Assisted with behavioral and classroom management

**The Village of Families and Children: Hartford, CT**

**November 2016 – February 2017**

Case Manager I (Juvenile Review Board)

- Provided comprehensive, intensive case management services to JRB youth and families
- Monitored and document youth’s progress through school and home visits
- Presented Juvenile cases to the Juvenile Review Board hearings
- Ensured completion of youth’s recommendations given by the board

**United States Postal Service: Hartford, CT****July 2016 – November 2016**

City Carrier Assistant

- Prepared mail and packages in the sequential order according to the route description to ensure efficient delivery
- Delivered all classes of mail on foot or by vehicle in a timely fashion
- Interacted and serviced residential and commercial customers to ensure their needs were met

**Teaching Abroad Program in France: Châteaudun, France****October 2015 – April 2016**

English Teaching Assistant

- Created lesson plans and PowerPoint presentations based on American cultural aspects
- Worked one-on-one with high school students on their English grammar and pronunciation
- Was able to fully communicate and collaborate with other French teachers and integrate in the French Education system

**Kindred Healthcare Inc. – Windsor, CT****February 2012 – September 2015**

Dietary Aide

- Prepared, monitored and served Senior Citizens and disabled persons in a dining hall setting
- Trained new dietary aides on the step by step process of the role upon hire
- Categorized and prepared meal cards for breakfast, lunch, and dinner

**Hartford Communities That Care, Incorporated: Hartford, CT****June 2013 – September 2014**

Lead Youth Development Trainer &amp; Transportation Coordinator

- Facilitated and supervised day-to-day activities for youth
- Created and implemented workshop curriculum teaching life and work skills
- Ensured physical and emotional safety of youth participants
- Completed written documentation and case management for youth
- Coordinated and organized the transportation schedules of youth pick-ups and drop-offs

**Education:****Masters of Science in Organizational Leadership****August 2020**

Goodwin College, East Hartford, CT

**Bachelor's Degree in International Relations****May 2013****Concentration in Western Europe**

University of Connecticut, Storrs, CT

**UConn in Paris Program, Fall 2011**

Study Abroad, faculty-led initiative that accepts a maximum of 20 students to study and live in Paris.

**Key Skills:**

Trilingual: English, Spanish, French

Tech Savvy

Strategic, Creative Thinker

Maximizer

Teaching/Mentoring

Relationship Builder

Photography

Writing

Public Speaking

Customer Service