

MERCEDES FERNANDEZ

Miami , FL

EXPERIENCE

As Consultant

- Planned, conducted, developed, and evaluated organizational changes, quality service processes, human resources and organizational development according to different organizational models.
- Designed, oversaw and evaluated educational and business projects.
- Supervised and managed working teams in both, academic and corporative environments, mainly writing system manuals, developing productivity strategies, and personnel training.

As trainer

- Planned instructional systems for educational and industry environments.
- Evaluated different level training needs.
- Conducted training experiences for executive, management, and operational personnel.

As Instruccionial Specialist

- Taught Curriculum and Instruction subjects in high education and corporative organizations.
- Taught Human Resources Development, Organizational Theories and Organizational Productivity subjects in higher education and corporative organizations.
- Developed curriculum and training courses in academic and corporative areas.
- Developed and coordinated academic / corporative projects.
- Created, conducted and evaluated projects for alternative medicine educational organizations.
- Designed instructional materials for conventional and long-distance education in different projects.
- Developed curriculum and instruction design for educational and corporative environments.
- Worked with young and adult people in educational projects.
- Has developed strategies to facilitate self development workshops.
- Has designed more than ten self instruccionial books for corporative and educational organizations.
- Has developed training system for Human Resources Offices.

ADDITIONAL SKILLS

- Ability to work with computer applications such as MSOffice, PageMaker, In Design, and Dreamweaver.
- Ability to work with different level teams, proactive and very hard worker.
- High interpersonal and communicational skills.
- Strong experience on training high performance teams and Learning Facilitators.

EDUCATION

Central University of Venezuela
Courses of Master of Science in Enterprise Management

Caracas, Venezuela
1999.

Pennsylvania State University
Master of Science Curriculum and Instruction

State College,
Pennsylvania, U.S.A.
1981

Central University of Venezuela
License of Social Worker

Caracas, Venezuela
1972