

Miami Dade College – Walmart Brighter Futures Project

Zaymar Vargas, participant's experience

My special thanks to Ms. Irene Vargas and your team for the wonderful job you did on the Walmart Brighter Futures Project. I was delighted with the whole process welcoming, trainings, interaction with other students / professionals and especially I appreciated your guidance through the re-employment process when I needed the most. The extra time and effort you put in were certainly worthwhile. It is a joy for me to work with such dedicated and talented Miami Dade College staff like you and Karla Mejia.

During my experience with your project, I was able to improve my professional skills and at the same time I was continuously looking for a job. I went from hourly paid to salary and the kinds of job found were the following:

Preferred Medical Plan, Inc.

March 2014 -- Present

Community Outreach Team Leader

- Supervise Preferred Medical Plan (PMP) community outreach department staff and work as a team player.
- Coordinate communications and information flow with PMP departments to successfully implement community events, trainings and outreach activities.
- Create and conduct research to select educational and other outreach materials in compliance with the Agency for Health Care Administration (AHCA) Medicaid Standards.
- Responsible for the creation and implementation of the PMP tracking event system which details event preparations and results.
- Develop and facilitate relationships with relevant community stakeholders to manage the participation of PMP in selected projects within the outreach zones.
- Increase awareness on current health issues impacting the community.
- Empower and educate community members to manage issues related to their health and wellness.

H&R Block

December 2013 – March 2014

Customer Service Professional

- Interacted with clients in person and/or via telephone to identify and address their needs.
- Developed and implemented marketing strategies to engage prospect and maintain current clients.
- Used H&R Block systems and office software to schedule and confirm appointments, check in clients, match clients to the optimal Tax Professional.
- Reconciled cash register and inflow of different forms of payments (e.g. checks, credits and debit cards) on a daily basis and provided clients with completed tax returns.

I also was able to continue with my volunteer work with the Veteran Affairs Miami Healthcare System and I was recognized for that. Thank you again for giving me the opportunity to be one of the participants of your project and I am willing to help other people in need. I certainly recommend this experience and I am the proof how successful you can be when you are motivated to achieve goals in life.

Best regards,

Zaymar Vargas