

**Name of the Faculty : Maria Elena (Helen) Cavazos**

**Educational Qualifications ( Please do state the Institute also )**

**Bachelors Degree: B.A., Spanish/Communications, Western Michigan University**

**Masters Degree: M.A., Nazareth College**

**Certification ( if any ) – Development Dimensions International**

**Work Experience / Highlights of Career**

<b>Functional Area</b>	<b>Industry</b>	<b>No. of years of experience</b>
Training & Development	Various	10
Human Resources	Telecommunications & Automotive	20

**Any writings / Articles published**

<b>Title</b>	<b>Name of the magazine</b>
Command Spanish Customer Service in the Workplace	ASE – Monthly Publication Dearborn Chamber of Commerce

**Special accomplishments / Awards**

**Training program done previously ( with the client's name )**

<b>Training Program</b>	<b>No. of program done</b>	<b>Name of Some Key Clients</b>
Managerial and leadership	Over 30	Schoolcraft Community College Henry Ford Community College
Sales		
Human Resource Management	H.R. Director Sr. H.R. Representative Joint Training Mgr	Comcast Cablevision General Motors Corp
Customer Care	10	Henry Ford Community College MSXI
Language and Communication	3	Pfizer, MPS Takata
Quality	1	ArvinMeritor

**Program areas of interest:**

Certified Facilitator and Trainer
Master Learning and Development Facilitator
Executive Leadership Program
Supervisory Leadership Program
Integral Personal Leadership Program
Certified Professional Consultant