

HOLLY N. ALVARADO

EXPERIENCE

LIFECENTER NORTHWEST - *Donation and Family Advocate*

Seattle, WA
December 2017-Present

- Educating community on organ and tissue donation
- Working in a high stress environments in hospitals, included high rate of travel in service area
- Supporting families through death process and connecting them with community resources
- Worked in collaboration with ICU doctors, nurses, and support staff
- Recording clinical information, evaluating measurable information
- Continuously promoting public health education and advocacy
- Working in complex and multifaceted environments, setting pace for donation process
- Participating in evaluation of Standard Operating Procedures, ensuring efficiency and effectiveness of organ donation process
- Precepting new individuals, teaching family support skills, and best practices
- Volunteer time to educate hospital health care teams to further collaborative environments when working with LCNW
- Supporting individuals from different walks of life and meeting their needs in a supportive and constructive manner.

MY DAY COUNTS - *Family Service Coordinator*

Anaheim, CA
March 2016 - December 2017

- Outreach for adults with developmental disabilities
- Bilingual support to families and adults in Orange County, California
- Passionate about empowering adults and families with support from State and Federal Programs
- Worked alongside Immigration, Regional Center of California, Law Enforcement, Counseling Services, and Social Security.
- Participated in public health education

NORDSTROM - *Service Experience Specialist*

Mission Viejo, CA
December 2014- March 2016

- Teaching and providing exceptional customer service to employees and customers
- Educating team members on electronic systems and best business practices
- Junior Manager of store department teams, educating teams on sales practices
- Problem solving financial and personal situations for customers and co-workers
- Tracked training statistics, ensuring timely and effective education to multiple teams

UNITED STATES AIR FORCE - *Security Forces Staff Sergeant*

August 2006-December 2011

- Awarded Instructor Position, monitored all training for the unit, enforced training schedules, and preparing deployers with necessary skills and equipment.
- Initiated and built the base's first Active Shooter Training and implemented the program.
- Coordinated joint training efforts with different resources and specialties
- Taught and certified Use of Force, Community Policing, Self Aid/ CPR Heartsaver, Room Clearing, Non-Lethal Force, Lethal Force, Weapons Safety/Handling, and Crime Scene Management.
- Served in Operation Enduring Freedom, Afghanistan

ALTRU HOSPITAL EMERGENCY ROOM
Patient Advocate

Grand Forks, North Dakota
October 2011-May 2012

- Emergency Room translator for individuals seeking assistance who could not speak English.
- Practiced problem solving skills, conflict management, and trauma response techniques in high stress environment.
- Initiated Patient Advocate Program and developed standards for Altru Hospital

EDUCATION & CERTIFICATIONS

- Bachelor of Science in Public Health from National University, San Diego, CA
- INELDA trained Death Doula
- Volunteer Client Advisor at End Of Life Washington

LANGUAGE SKILLS: Fluent in Spanish with reading, writing, and speaking capabilities