

Isabella Durán-Sotela

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OBJECTIVE

To obtain a position that utilizes my strengths and make use of my interpersonal skills to achieve goals of a company that challenges me to grow personally and professionally.

SUMMARY OF QUALIFICATIONS

- 16 years of experience in customer service
- 4 years of experience in Hispanic Catholic parish ministries
- 9 years of experience in administrative tasks
- Excellent interpersonal and communication skills, and a demonstrated willingness to work in a team environment with diverse ethnic groups
- Extremely organized and detail-oriented
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Publisher), Windows O/S
- Bilingual and Bicultural (Spanish and English)
- Quick learner of new technology and applications
- 11 years of experience in translation of documents (English & Spanish)

EMPLOYMENT HISTORY

2023 – 2024

**Executive Assistant
to the Dean of the College of Health Sciences**
University of Saint Francis, Fort Wayne, IN, USA

- Performs a wide variety of administrative and secretarial support activities for the Dean and other designated college administrative leadership such as composing replies to correspondence, explaining established policy and procedure, summarizing reports and information, and resolving operational problems.

- Greets and directs students and visitors to the appropriate faculty members or departments as needed.
- Supports Faculty members with meeting requests and any questions regarding events or logistics under the dean's supervision.
- Researches, summarizes and analyzes information; compiles data to prepare special and recurring reports containing specialized or sensitive information following supervisor's general direction.
- Manage the Dean's schedule and calendar.
- Compose routine correspondence on behalf of the Dean.
- Review material for accuracy, format, and records and distributes accurate meeting minutes.
- Coordinates and schedules college related meetings and events.
- Support the Dean's work on program evaluation, curriculum review, and accreditation processes.
- Assists the Dean in creating and monitoring all college and division operating budgets.
- Process all procurement card expenses on behalf of the Dean
- Works collaboratively and communicates both verbally and in writing with various University constituents including administrators, faculty, students, other staff and individuals in the University community.
- Arranges necessary administrative travel reservations and itineraries.
- Manages inventory of office supplies, troubleshoots copy machine, computer printers and audio-video equipment
- Maintains College SharePoint site with an effective, confidential filing systems.
- Demonstrate knowledge and experience with applications such as My Cougar Connection, Student Information System SIS, PowerPoint, Report Bank, PNC Bank for Procurement Card, 25Live, and Learning Management System LMS
- Works occasional evening and weekends during college and university sponsored events.

- Performs other duties as required.

2018 – 2023

**Tribunal Auditor & Admin. Assistant to the Vicar General
(Bishop's Office)**

Diocese of Fort Wayne-South Bend, IN, USA

- Assisted the Vicar General with several tasks, including verbal and written communication with important external callers, visitors, as well as internal employees at all levels of the Diocese that required a high level of professionalism, confidentiality and capacity to be very adaptable as priorities of the position changed rapidly. Assisted him with his participation on all committees/commissions, as well as with wedding permissions, dispensations and radical *sanation* requests. Planned meetings, retreats, and events to include meal planning, meeting materials, and all other necessary details. Assisted with the process of the St. Mary's Grant applications. Answered the telephone and responded to all email communications in a timely fashion. Maintained files for physical and digital records retained by the Office of the Vicar General. Researched and submitted all the statistical information regarding various diocesan matters and Catholic ministries to the Vatican and the Official Catholic Directory for the United States. Worked with other administrative assistants in the Office of the Bishop as needed. Performed other duties as assigned.
- Managed formal marriage cases for the Diocesan Tribunal as assigned, in both English and Spanish, following the procedures of the Diocesan Tribunal and canonical process for each type of case, from beginning to conclusion of the case. Conducted, transcribed and translated interviews with Petitioners, Respondents, and witnesses by phone and in person, in English and Spanish, always procuring a charitable, understanding and compassionate approach. Maintained and updated case files electronically (TMS) and physically (paper version). Provided constant updates to the judges and advocates about the progress of each case, following up on additional action when requested (change of

grounds, decrees, additional questionnaires, etc.). Acted as liaison and interpreter to Diocesan Advocate and the Petitioner of each case, maintaining regular communication with both on the procedural status of the matter. Prepared correspondence to parties (both written and email) and to parishes as needed. Generated all decrees, questionnaires, and forms for all cases in Spanish following the progression of each case. Worked cooperatively with the Judicial Vicar and other members of the Tribunal staff, meeting on a regular basis for review of caseload and sharing experiences and ideas. Assisted persons seeking information regarding annulments in person, by phone, or in writing.

2017 – 2018

Director of Religious Education and RCIA

Saint Joseph Catholic Church, Fort Wayne, IN, USA

- Responsible for managing all aspects of school and parish religious bilingual education programs, including curriculum, staffing, administrative functions, meetings with staff, teachers, students, parents, and catechists.
- Responsible for meetings with parents having with doubts, concerns, and suggestions, always listening with care.
- Responsible for supervising all aspects related to RCIA & RICA (Spanish) with each of the coordinators of these ministries.
- Responsible for parish bulletins in Spanish; various document translations as needed by parish.
- Designed and coordinated various marketing and promotional materials for parish events.

2014 – 2017

Hispanic Ministry Coordinator, Admin. Assistant and Director of Religious Education

*Saint Robert Bellarmine Catholic Church,
North Manchester, IN, USA*

- Supported parish leadership in various administrative activities.
- Collaborated with pastor to establish ongoing Mass in Spanish.

- Responsible for parish bulletins in Spanish, translating various documents and any Spanish communications for the parish.
- Responsible for baptismal preparation for Spanish speakers, holding meetings with many people and listening to anyone coming with issues, personal distresses and looking for advice.
- Involved in Communion to the Homebound Ministry with the English-speaking community.
- Managed schedule of Extraordinary Ministers of Communion and Lectors.
- Registered Hispanic children for catechism and supported Spanish-speaking parents.
- Responsible for various overall DRE activities (English and Spanish).
- When required, served as pastor's delegate to Hispanic Ministry events.
- Responsible for Hispanic Parish Council communications.

2005 – 2012

Customer Service Agent

Procter & Gamble, San José, Costa Rica

- Assisted P&G employees around the world with internal company purchases (BBP) through call, email and chat.
- Supported the company's Procurement Card and Business to Business Procurement (BBP) processes.
- Responsible for audits of various purchase order databases.
- Provided call, email and chat assistance to 11 different technological platforms (including Contract Manager and SAP), for the creation and success of internal contracts.
- Delivered in-person trainings for the Contract Management system at the P&G Headquarters in Cincinnati, OH.

EDUCATION

- 2003 - 2004** **Universidad Internacional de las Américas (U.I.A.)**
San José, Costa Rica
- Completed 6 courses of International Relations toward a B.A. degree, including: History of Culture, Communication Techniques, Introduction to International Relations, Introduction to Research and Statistics, Western History in Modern Times, Geography of the American Continent.
- 2000 – 2003** **Universidad Latina de Costa Rica**
San José, Costa Rica
- Completed 10 courses of Law toward a B.A. degree, including: General Theory of Law, History of Law, Roman Law, Public Law, Private Law, Criminal Law, Law of Obligations, Constitutional Law, Family Law.
- 1986 - 1999** **Saint Francis Primary & Saint Francis College**
San José, Costa Rica
- Elementary & High School Diplomas

CERTIFICATIONS

- 2024 - Present** **TEFL Certification**
Ontario Institute for Studies in Education,
University of Toronto, Canada
- 120-hour 6 course units on instruction on teaching English as a foreign language, with 2 specialization course units. Expected completion: July 2025.
- 2019** **Institute in Matrimonial Tribunal Practice**
School of Canon Law,
Catholic University of America, Washington, D.C., USA

One week of formal training in Canon Law for diocesan tribunal activity, with overview of the history and the Catholic Church's teaching on marriage, introduction to the terms and concepts of the Church's marriage law, and explanation of procedures and jurisprudence that apply to marriage nullity trials.

2015 & 2016

Pastoral Associate for Hispanic Catholic Ministry

Instituto Fe y Vida,

Lewis University, Romeoville, IL, USA

Certification includes, but is not limited to:

Pastoral Spirituality: Sustenance for all Ecclesial Ministries. Reflection on Hispanic Ministry: context, contributions, challenges, and vision. The Mission of the Laity in the World: Building of the Reign and Social Transformation. The Church and its Structures: Lay people in ecclesial ministries. The Assessment of Power and Latino Leadership in the Church. Cultural Processes in a Pluricultural Church: Faith and culture, inculturation. Emotional Intelligence and Effective Communication. Conflict Management and Transformative Mediation.

REFERENCES

Dr. Angela Harrell

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