

DANIELA GREEN
Malvern PA
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PROFESSIONAL SUMMARY

Project management professional with 5+ years of experience in process optimization, team leadership, and training coordination. Skilled in enhancing customer satisfaction, managing complex schedules, and driving profitability. Fluent in Spanish and experienced in cross-functional collaboration.

EDUCATION

Immaculata University, Immaculata, PA

Bachelor of Arts in Political Science and International Relations (Minor in French and Philosophy)

Graduated: May 2011

PROFESSIONAL EXPERIENCE

LearnQuest

Project and Process Lead | June 2021 – January 2025

- Analyzed and identified public classes to run, cancel, or reschedule based on profitability.
- Delivered training for global teams as part of the Instructor Enablement Project and supported virtual platforms.
- Hosted both public and private training sessions were held from 2021 to 2023, troubleshooting issues and collaborating with management and coordinators to resolve them.
- Collaborated with remarketers, partners, and vendors on public and private training initiatives, as well as RFP processes.
- Negotiated delivery rates for public and private training sessions, increasing profitability.
- Enhanced NPS scores, customer satisfaction, and revenue through targeted process improvements.
- Developed comprehensive documentation for new technologies, processes, and reporting procedures.
- Mentored new employees, helping them acquire essential skills to excel in their roles.

Senior Coordinator | August 2018 – June 2021

- Optimized the instructor pool, increasing the use of low-cost instructors, and driving public promotions.
- Collaborated with remarketers, partners, and vendors on public and private training initiatives, as well as RFP processes.
- Hosted public and private training sessions, managing issues and escalating to management when necessary.
- Trained global delivery teams quarterly, leading the Google initiative to enhance training efficiency.
- Onboarded and mentored new coordinators, ensuring smooth integration into the team

Murphy Law Firm

Bilingual Immigration Paralegal | May 2018 – July 2018

- Provided translation services and assisted clients in preparing affirmative and defensive asylum applications and credible fear interviews.
- Drafted affidavits and compiled evidence packet for Master and Individual Hearings.

Bilingual Immigration Legal Assistant | January 2017 – May 2018

- Provided translation services and assisted clients in preparing affirmative and defensive asylum applications and credible fear interviews.
- Drafted affidavits for U-Visa and I-601 cases, supporting clients in their immigration proceedings.
- Assisted in preparing immigration forms and documents, including:
 - AR-11, Alien's Change of Address Card
 - EOIR-33, Alien's Change of Address form for Immigration Court
 - LEA (Law Enforcement Certification for U-Visa)
 - Petition for U Nonimmigrant Status
 - I-912, Request for Fee Waiver
 - I-129F, Petition for Alien Fiancé
 - I-130, Petition for Alien Relative
 - I-485, Application to Register Permanent Residency or Adjust Status
 - I-485 Supplement A, Adjustment of Status Under Section 245(i)
 - I-765, Application for Employment Authorization
 - I-864, Affidavit of Support Under Section 213A of the INA
 - Consular Process
 - N-400, Application for Naturalization

LearnQuest

Senior Coordinator | December 2016 – January 2017

- Processed global self-paced course orders and addressed customer service inquiries.
- Hosted public classes via GTW and Webex in the hub, resolving any issues and escalating them to management and coordinators.
- Provided global support for public training and customer service.
- Delivered solutions to management for class-related challenges.

LearnQuest

Coordinator | May 2014 – December 2016

- Trained new hires (both global and corporate) in IBM lab booking procedures, including managing timing, deadlines, expectations, lab adjustments, extensions, and scheduling webinars.
- Provided daily support for all public classes on the Hub and assisted with private classes as needed.
- Reported live class issues to management and Class Coordinators for resolution.
- Managed lab extensions for public classes at no additional cost when issues arose.
- Coordinated with IBM to identify current courses, and tracked when classes were retired, replaced, or no longer available.
- Verified completion of all logistical tasks for public classes by ensuring the timely submission of student evaluations and progress reports.

References

- Amy DeSanto amy.desanto@gmail.com Manager Operations, LearnQuest 610- 206-0101 ext. 1123
- Alice Sidorski Alice.Sidorski@learnquest.com Director of Operations, LearnQuest 267- 679-4895
- LeAnne Lindsay LRL4400@tinseltine.com Customer Service, LearnQuest 267-312-1433
- Francisco Ortega Frankortega20@gmail.com Immigration Paralegal, Murphy Law Firm 443-736-5288

Volunteer

- Brandywine Valley SPCA
- Chester County Food Bank