

Naomi Rodríguez José

(pronounced: NAH-oh-me)

New York, NY | [Email](#) | [Website](#) | [Creative Portfolio](#) | [LinkedIn](#)

Multilingual and impact-driven leader committed to **community, education, and justice**. Brings expertise in program development, community partnerships, and social entrepreneurship, with experience spanning international education, refugee resettlement, and anti-human trafficking work. Proven record of leading cross-functional collaboration, engaging diverse stakeholders, and developing programs that drive measurable impact. Designs trauma-informed and culturally responsive initiatives rooted in the lived experiences of the communities they serve.

EDUCATION

Global & International Studies and Communication & Social Interaction, BA – SUNY at Oswego, 2018

Marble Hill School for International Studies, New York, NY, 2014

Languages: Spanish, English, Portuguese

INTERNATIONAL EDUCATION & FELLOWSHIPS

- U.S. Fulbright English Teacher Assistant, Universidade Federal do Pará (UFPA), Brazil, 2020
- Semester Exchange, Pontifícia Universidade Católica de São Paulo (PUC-SP), Brazil, Jun 2017 – Jan 2018
- Public Policy and International Affairs (PPIA) Junior Summer Institute Fellow, Humphrey 2017

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

- Revolutionary Summer School Pan-Africanism Course, The People's Forum (TPF) 2023
- Facebook Certified Digital Marketing Associate, 2021
- Fundamentals of Teaching English to Speakers of Other Languages (TESOL) Course, 2019
- Certified Integrative Nutrition Health Coach (INHC), 2018

ATHLETICS

Softball

- Varsity Softball (SUNY Oswego, 2015-2016): Made D3 varsity team through competitive tryouts; competed at collegiate level for one season
- OCYP Bandits Community Softball Team (2010-2014): Played competitively alongside varsity, demonstrating exceptional dedication and love for the sport
- Varsity Softball (High School, 2010-2014): Competed all four years; developed discipline, resilience, and team collaboration skills through sustained athletic competition

Track & Field

- Varsity Indoor Track (High School, 2012-2014): Competed in short-distance and field events, demonstrating commitment to athletic excellence and training discipline
- Competed in Disney Track & Field Showcase at ESPN Wide World of Sports Complex, 2013 & 2014
- Varsity Cross Country (High School, 2012-2013): Contributed to team goals through endurance training and competitive racing
- Disney Track & Field Showcase at ESPN Wide World of Sports Complex (2013 & 2014): Competed at the national level in outdoor track events

PROFESSIONAL EXPERIENCE

Restore NYC

(Hybrid) New York, NY

Economic Empowerment Specialist

Jan 2025 – Present

- Lead trauma-informed job readiness training (English & Spanish), graduating 29 survivors with a 92% completion rate—exceeding the 75% target—and ensuring 100% of graduates complete a professional resume
- Conduct outreach to 120+ potential clients and manage the full enrollment process for 60+, increasing engagement and contributing to the EE program being on track to meet annual service targets



- Strengthen the employment pipeline by delivering high-quality job readiness classes that serve as a prerequisite for Job Placement and Job Retention services—contributing to the success of 13 clients securing employment and 16 maintaining ongoing jobs during the reporting period
- Redesign Restore’s 8-module job readiness curriculum in both languages, standardizing format, refining translations, and aligning content with organizational branding
- Enhance service quality and client experience, with EE program participants reporting higher satisfaction and likelihood to refer others compared to all survey respondents—exceeding staff support benchmarks in 8 of 9 categories
- Collaborate with community partners and internal teams to connect participants to employment pathways, vocational training, and entrepreneurship opportunities
- Design and implement bilingual email and SMS communication templates for recruitment, enrollment, and in-program messaging, streamlining workflows and improving clarity, consistency, and participant engagement across cohorts
- Coordinate participant support for quarterly professional development workshops delivered through corporate partners’ volunteer programs (i.e. BlackRock), managing registration, bilingual communications, day-of logistics, and trauma-informed learner support while ensuring accurate attendance documentation in case management system (CMS) Apricot

Referral Coordinator & Economic Empowerment Advocate

Jun 2024 - Dec 2024

- Managed intakes, safety plans, and individualized service strategies for trafficking survivors
- Coordinated referrals and onboarded new clients, ensuring timely access to resources
- Partnered with stakeholders to deliver wraparound support and strengthen resource networks

[ELSI® – Experience. Learn. Share. Inspire.](#)

(Remote) New York, NY

Founder & Impact Designer

Jan 2015 – Present

Current Focus: English Language Coaching Program (ELC)

2023 – Present

- Launch and scale ELC program providing 1-on-1 language instruction to low-income Afro-Brazilian adults, delivering 151 classes and 200+ hours of instruction with multiple returning learners
- Expand accessibility through equity-centered funding model (Payment Plans, Pay-What-You-Can) and the ELC Scholarship Fund, enabling community members and supporters to sponsor classes; 90+ fully sponsored classes and 146+ hours of free instruction provided through COMPEAR Personal Development Grant and ELC Scholarship Fund partnerships
- Create high-trust, participatory learning environments that foster clients' personal and professional development, fostering confidence, language growth, and cross-cultural communication skills
- Demonstrate entrepreneurial leadership through sustained business growth, operational management, and mission-driven impact across diverse student populations

Founding and Initial Growth

2015 – 2022

- Founded a registered LLC (trademarked 2023) dedicated to expanding language access for historically excluded communities using trauma-informed practices, storytelling, and coaching
- Operated holistic health coaching program (Mindfully Being, 2019-2022), guiding clients through 6-month development journeys with an average satisfaction increase of 24%, and developed strategic digital content achieving 42,200+ total views across 17+ videos
- Developed strategic digital content across multiple platforms (Instagram, YouTube, Spotify, podcast, website) to strengthen brand visibility and increase audience engagement
- Build and maintain ELSI's WordPress website since 2015, developing proficiency in Cascading Style Sheet (CSS) and website design to optimize user experience and online presence
- Managed all foundational operational aspects: curriculum development, client onboarding, partnerships, marketing strategy, and financial management as a solo founder

International Rescue Committee

(Hybrid) New York, NY

Resettlement Caseworker

Aug 2021 – Dec 2023

- Provided trauma-informed services to refugees and other qualified immigrants in the Reception and Placement (R&P) Program and Matching Grant (MG) Program, both funded by the U.S. Department of State – Bureau of



Population, Refugees, and Migration (PRM) and Office of Refugee Resettlement (ORR) – to support a positive resettlement experience and the achievement of client self-sufficiency

- Used culturally affirming practices to assist in the Afghanistan crisis response Operation Allies Welcome (OAW) led by the U.S. Department of Homeland Security (DHS) and safeguarded sensitive documentation (Employment Authorization Document, I-94, Legal Permanent Residence, Social Security Card) and other Sensitive Personal Information (SPI)
- Planned arrival services for 150+ individuals participating in cross-functional coordination and collaboration prioritizing program deadlines
- Conducted intake services to assess needs for Self-Sufficiency Plan development in partnership with each client to help manage client expectations
- Assessed and monitored client progress to support their attainment of established goals and address challenges through referral to resources, and advocacy
- Maintained track record of client interactions, inputted client data into CMS (ETO and IRIS), ensuring well-informed 90-day report submissions for donors
- Created visual training procedures that successfully supported the supervision of 14 interns that helped build Standard Operating Procedures for resettlement programs
- Established and fostered long-term partnerships with local stakeholders, such as NYC's Department of Social Services (DSS) to achieve 60+ approvals on public benefits applications for clients and build client advocacy resources
- Multi-tasked and delegated tasks to develop Quality Assurance (QA) and Quality Improvement (QI) process flows for service delivery optimization by centralizing resources to support monitoring
- Managed grant compliance via expense reporting systems, PowerBi, and Integra
- Implemented U.S Citizenship and Immigration Services' (USCIS) Central American Minors (CAM) Program eligibility screening process and filed 20+ Affidavit of Relationship (AOR) applications using strong attention to detail, strategic planning, & problem-solving

Resettlement Intern

May 2021 – Aug 2021

- Supported Resettlement Caseworkers in delivering core services to newly arrived refugees, including intake assessments, public benefits applications, and resource referrals, while maintaining accurate documentation in CMS (ETO and IRIS) to ensure compliance with federal program requirements

ADDITIONAL PROFESSIONAL EXPERIENCE

English Through Conversation (this is ELC before it became formalized)

(Remote) New York, NY

English Teacher

Jan 2021 – Aug 2021

- Provided virtual private English classes to immigrant adults following a pay-what-you-can contribution model
- Promoted verbal fluency and critical thinking through discussions on U.S. culture, world politics, sports, and other diverse topics
- Explored different ways to communicate through the use of phrasal verbs, idioms, and New York City expressions

Teens of Color Abroad (TOCA)

(Virtual) New York, NY

Online Program Director

Jun 2021 – Aug 2021

- Operated and facilitated TOCA's online Arabic and Spanish language partnership with NaTakallam, connecting high school students of color with refugee language partners worldwide
- Led student recruitment efforts (20% of role): supported outreach to profile schools via email and conducted virtual interviews with prospective students
- Managed program operations and facilitation (80% of role): oversaw volunteer group of program facilitators, monitored all virtual language sessions, collected feedback from students and conversation partners via Google surveys, tracked student Global Identity Questionnaire completion, and facilitated orientation sessions for students and program staff
- Reported directly to Executive Director and played a key role in implementing the organization's language learning partnership



AMP Global Youth

(Virtual) New York, NY

Workshop Facilitator, Global Scholar Program

Jul 2021

- AMP prepares youth to be visionary leaders and bold change-makers around urgent global challenges
- Developed concept and created visual material for a 3-part workshop series on global citizenship and wellness
- Facilitated the developed workshops virtually for over 60 high school students located nationally and internationally

Sister & Family Friend

New York, NY

Babysitter

Jan 2019 – Dec 2020

- Provided full-time, compassionate childcare for four siblings (newborn through 6 years old), managing daily routines including feeding, diaper care, age-appropriate play, and bedtime routines
- Designed and implemented personalized multilingual curriculum for 2-year-old nephew, incorporating Spanish, English, and Portuguese through videos, songs, games, and interactive activities to support early language acquisition
- Fostered a stimulating, nurturing home environment that prioritized child development, safety, and family well-being

SoulCycle Indoor Cycling Studio

New York, NY

Studio Crew

Jun 2019 – Oct 2020

- Cultivated impeccable, personalized rider experiences through high-level hospitality and community building, creating a welcoming sanctuary where every rider felt valued and supported
- Provided direct instructor support during class check-ins and throughout class sessions, ensuring seamless studio flow and optimal ride experiences
- Actively participated in studio challenges aimed at driving paid rides, retail sales, and hospitality goals; maintained product knowledge across class packs, memberships, retail, and merchandise
- Trained and coached new front desk team members on operations, customer service standards, retail product knowledge, and SoulCycle's hospitality-first culture
- Maintained SoulCycle's distinct studio aesthetics and community atmosphere through consistent studio cleaning, equipment maintenance (bikes, weights, mirrors, floors), and common area upkeep (bathrooms, lockers, retail shelves)
- Demonstrated commitment to SoulCycle's mission of fostering an open, diverse, and inclusive community that embraces each individual

Fulbright Crisis (FC)

New York, NY

Social Media & Communications Team

Apr 2020 – Jul 2020

- Supported grassroots advocacy effort by Fulbright grantees affected by the U.S. Department of State's COVID-19 response, advocating for grantees left without income, health insurance, and program completion opportunities
- Created logo design and developed visual content for multi-platform social media presence (Facebook, Twitter, Instagram)
- Shared updates on grantee status and fundraising initiatives to build awareness and mobilize financial support for affected program participants

Hart Hall: Global Living & Learning Community Center (GLLC)

Oswego, NY

Desk Attendant

Jan 2015 – May 2018

- Provided welcoming customer service to international and domestic residents, utilizing intercultural communication skills to create an inclusive community environment
- Enforced residential security protocols by conducting check-ins for residents and visitors, documenting incidents, and maintaining a safe living space
- Contributed ideas and solutions to optimize desk operations and community engagement

Department of Modern Languages & Literatures

Oswego, NY

Office Assistant

Sep 2014 – May 2018

- Supported faculty, staff, and students by connecting them with necessary institutional resources and information



- Provided multilingual administrative support, utilizing Spanish and Portuguese in daily office interactions
- Interpreted three campus speaking engagements for Mayan speaker and education advocate Alida Perez, delivering consecutive interpretation from Spanish to English for academic and community audiences
- Assisted Portuguese/Spanish professor with academic research and manuscript preparation for book publication

Counseling Services Center

Oswego, NY

Peer Educator

Aug 2016 – May 2017

- Designed and coordinated mental health awareness programs addressing topics relevant to student well-being (stress management, resilience, mental health resources)
- Provided evidence-based information and coping strategies to help fellow students build resilience and access support services
- Co-hosted weekly radio show on SUNY Oswego's campus radio station, discussing mental health, wellness, and student resources with peer audience

Pencils of Promise (PoP) Club

Oswego, NY

Founder & President

Jan 2015 – Dec 2016

- Founded and led student organization representing Pencils of Promise, an international nonprofit building schools and educational programming in underserved communities globally
- Designed and executed community fundraising campaigns and awareness programs to advocate for equitable access to quality education
- Coordinated cross-organizational event partnerships with other multicultural and social justice student organizations to build community engagement and social consciousness

Educational Opportunity Program (EOP)

Oswego, NY

Peer Leader

Jan 2016 – Jul 2016

- Planned and facilitated nine College Success Seminar sessions as part of a peer leader team, supporting incoming first-year students (many from low-income and first-generation backgrounds) in their transition to college
- Mentored 109 economically disadvantaged students through EOP (Educational Opportunity Program, an affirmative action program supporting historically marginalized students), contributing to improved retention and graduation outcomes
- Completed peer leadership training that included scenario-based learning, communication skills, and development of peer leader resources and manual

OzLeads: Leadership Institute

Oswego, NY

Program Participant

Sep 2015 – May 2016

- Participated in selective leadership development program bringing together aspiring student leaders; served as member of the pilot program's first graduating class
- Developed and presented leadership projects alongside peers, exploring concepts including ethical decision-making, group dynamics, inclusive leadership, communication, and systems change
- Attended workshops facilitated by alumni, employers, and faculty on leadership competencies and career development
- Participated in VIP networking sessions with nationally renowned keynote speakers and industry leaders

The Nonprofit Playbook (TNP)

Oswego, NY

Program Participant

Mar 2016

- Completed online educational program by Adam Braun (Founder and CEO of Pencils of Promise, Forbes 30 Under 30), designed for entrepreneurs and changemakers starting or scaling mission-driven organizations
- Engaged with eight comprehensive modules covering nonprofit foundations: organizational structure, board development, fundraising strategy, legal requirements, operational management, and social enterprise sustainability
- Participated in cohort-based networking and strategy sessions with peer nonprofit founders and entrepreneurs, collaborating on nonprofit business model development, stakeholder engagement, and scaling strategies



Statue of Liberty Café, Evelyn Hill Inc.

Liberty Island, NY

Food Service

2012 -2014

- Provided food preparation, front-line service, and dishwashing across a high-volume hospitality operation serving diverse guests at one of the world's most iconic locations
- Demonstrated reliability and work ethic by commuting from the Bronx on early morning ferries (7-8am) every weekend, maintaining consistent performance in a fast-paced service environment
- Gained foundational hospitality skills in customer interaction, teamwork, and operational efficiency through cross-training in multiple food service roles (kitchen, front-line, dishwashing)
- Contributed to seamless guest experiences at a premier cultural institution while managing high-volume foot traffic and maintaining service standards

AWARDS & RECOGNITIONS

Professional Recognition & Impact

Survivor-Led Spirit Award (most nominated), Restore NYC Sep 2025
Women Changemaker, International Rescue Committee Mar 2023
U.S. Department of State Fulbright English Teacher Assistant Award, Brazil Apr 2019

Institutional Honors & Societies

Chi Alpha Epsilon National Honor Society Mar 2017
Omicron Delta Kappa: The National Leadership Honor Society Mar 2017
Phi Beta Delta Honor Society for International Scholars Sep 2016

Scholarships & International Recognition

U.S. Department of State Benjamin A. Gilman International Scholarship Jun 2017
SUNY Diversity Abroad Honors Scholarship Jun 2017
SUNY Oswego Daniel McCarthy Study Abroad Scholarship Jun 2017
SUNY Oswego Hubert B. Smith Diversity Honors Scholarship Feb 2017
SUNY Oswego Global Experience Travel Grant Mar 2015 & Jun 2017
SUNY Oswego Hart Hall GLLC International Study Scholarship Jun 2016

Campus Leadership & Community Service

SUNY Oswego Office of International Education and Programs Student Involvement Award Apr 2018
SUNY Oswego Office of Community Services Outstanding Volunteer Award Apr 2018
SUNY Oswego Hart Hall GLLC Best Student IST Presentation Award Apr 2017 & 2018

GLOBAL EXPERIENCE

Brazil

Fulbright ETA, Universidade Federal do Pará (UFPA) Jan 2020 – Mar 2020
• Taught English, developed cultural exchange workshops, and collaborated with local educators
Semester Exchange, Pontifícia Universidade Católica de São Paulo (PUC-SP) Jun 2017 – Jan 2018

West Africa

Benin (Porto-Novo, Cotonou, Ouidah) (16 days) Jan 2016
• Studied the intersection of education, governance, and sustainable development in one of Africa's most resource-limited contexts; participated in hands-on permaculture and sustainability initiatives at a zero-waste farm, learning innovative strategies for agricultural productivity and environmental stewardship under resource constraints

Europe, Latin America, & Asia

Italy (Roma, Firenze, Napoli, Cosenza, Venezia) (1 month) Jun 2016 – Jul 2016
Argentina (Buenos Aires) (1 week) Mar 2015
China (Beijing, Hangzhou, Nanjing) (2 weeks) Apr 2014



CONFERENCE & SPEAKING ENGAGEMENT

Keynote Speaker

Hispanic Heritage Month Event at CAPS Paterson (Public School), Paterson, NJ Oct 2023

Panel Speaker

SUNY Oswego EOP Conference Day (Virtual) Feb 2023
I, Too, Am Study Abroad Panel Discussions, Oswego, NY & Virtual 2016, 2017 & Feb 2021

Presenter

SUNY Oswego Global Awareness Conference, Oswego, NY Nov 2016
SUNY Oswego OzTalks Lecture Series, Oswego, NY, (First Student Speaker) Apr 2017

Participant & Leadership Summit

Global Student Leadership Summit at the Diversity Abroad Conference, Miami, FL Apr 2018
Oswego Leadership Conference, Oswego, NY Feb 2017
Conference on Diversity, Equity, Inclusion, and Social Justice, Cortland, NY Apr 2016
National Student Leadership Conference, Washington, D.C. Nov 2015

VOLUNTEER EXPERIENCE

Community Development & Advocacy

Renaissance Church: Youth Ministry Group Leader, **New York, NY** Sep 2023 – Present
Renaissance Church: Christmas Toy Drive, **New York, NY** Dec 2023
Hostelling International: Bartender and set ambiance during Welcome Parties, **New York, NY** Jul 2019 – Jan 2020
Staycation Oswego: Partnered with local agencies & corporations to serve the community, **Oswego, NY** Mar 2018
Pencils of Promise (PoP) Club: Founder & President, **Oswego, NY** Jan 2015 – Dec 2016

Language & Education Access

English Conversation Club: Biweekly meeting with Brazilian students, **New York, NY** Jul 2020 – Oct 2020
Project Totem: Provided Portuguese-English interpretation for legal consultation calls, **New York, NY** Apr 2020
OutReach360: Taught English to underserved student groups diverse in age, **Jinotega, Nicaragua** Mar 2017

Environmental & Social Impact

4Ocean: Far Rockaway Beach clean-up, **New York, NY** Jun 2019
Charity: Water: Prepared tax receipts & fundraised for safe drinking water, **New York, NY** Oct 2018 – Apr 2019
SUNY Stands with Puerto Rico: Repaired concrete roofs for victims of Hurricane Maria, **San Juan, PR** Jun 2018

