

**ISMAEL A. QUILES APONTE**

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**PROFILE:** To obtain a position as a faculty member in which I engage in didactic play in the service of professional training activities in areas related to my field of expertise: Business Education with emphasis in Marketing. I can promote, develop and participated in academic activities related to higher education and participate in academic projects seeking the formation of the learner, and respect and responsibility towards others.

**EDUCATION:** **WALDEN UNIVERSITY** Minneapolis, MN  
**Doctorate in Business Administration, 80 credits hours completed**  
**Majoring in Marketing**

**UNIVERSITY OF PHOENIX** Guaynabo, PR  
**Master in Business Administration, Majored in Marketing,**  
**Graduated in 2003**

**UNIVERSITY OF PUERTO RICO** Cayey, PR  
**BA Education, 1997**

**UNIVERSITY OF MAINE** Orono, ME  
**Student Exchange Program, 1994**

**EXPERIENCE:** **DEAN OF ADMINISTRATION, UNIVERSITY OF PUERTO RICO AT CAYEY**  
**2017-PRESENT**  
Act as a strategic partner and advisor to the Chancellor and is responsible for establishing and executing short and long term goals and initiatives, ensuring alignment of all functions with the UPR Cayey priorities, goals, and initiatives, aimed at advancing the University image and reputation. Provide overall direction and oversight of the functional units of Finance, Human Resources, Maintenance, Property, Security and Administration to ensure that they are contributing positively to the accomplishment of the annual operating plan and longer term strategic plans. Handle all decision making with respect to organizing the functional units, determining their optimal staffing configurations, and assessing their overall effectiveness. Work closely with other members of the Dean's leadership team in evaluating administrative needs and in determining how best to respond to challenges and opportunities for improvement. Work with members of the leadership team to identify opportunities for realizing potential efficiencies and economies of scale in areas that cut across programs and administrative functions. Represents the Chancellor in matters related to the recovery as a result of Hurricane Maria with the Federal and State Agencies. Develop damage reports and progress reports to FEMA for the categories A, B and E. Evaluated and certified inspection reports made by FEMA personnel and submitted changes as necessary for approval.

**TRAINING SPECIALIST-PART TIME, Part-time OPS position for the UCF MFRI Project**  
**Harmony located in Orlando, FL at the University of Central Florida (UCF), College of**  
**Education, Department of Child, Family and Community Sciences.**  
**ORLANDO, FLORIDA**  
**2016- 2017**  
Facilitate Group Intake for program participants. Facilitate the informed consent process for program

participants to ensure voluntary participation in the Project Harmony research study. Administer federal- and program-specific assessments to program participants for research purposes. Assist participants with questions or problems related to assessment completion. Co-Facilitate Relationship Education Workshops using PREP curriculum (Prevention Enhancement Prevention Program). Co-Facilitate Career-Related Booster Sessions for program participants. Attend bi-weekly meetings either in-person or via skype to discuss service delivery, case staffing, & programmatic updates. Distribute Gift Cards to program participants following internal Gift Card Protocol. Set up and break down workshop room. Administer follow-up assessments and surveys.

**MARKETING PROFESSOR, DEPARTMENT OF BUSINESS ADMINISTRATION,  
UNIVERSITY OF PUERTO RICO, CAYEY CAMPUS, CAYEY, PR  
2005 TO PRESENT**

Prepared and taught the following classes: Principle of Marketing, Public Relations, Advertisement, Marketing Research, Retail Management, Sales Management, Principles of Management, Human Relations and Technology and Human Behavior. Provided academic and career counseling to Business Administration students. Worked in the accreditation process of the Accreditation Council for Business Schools and Programs (ACBSP) and monitoring reports for the accreditation agency.

**SPECIAL ASSISTANT TO THE CHANCELLOR, UNIVERSITY OF PUERTO RICO, CAYEY  
CAMPUS, CAYEY, PR  
2010 TO 2013**

Coordinate meetings with private and government organizations to developed networking and alliances. Identified areas of interest and current trends in the government agencies, profit and nonprofits organizations to established collaborations and partnerships. Developed partnerships with municipalities near the geographic area of the institution to promoted programs or agreements that benefit both sectors. Coordinate and Preside the Institutional Committee of Technology. Liaised and represented the Chancellor in meetings of the Central Eastern Technology Initiative (Inteco), the Athletic Interuniversity League, and the Presidential Office of the University of Puerto Rico. Worked and resolved student issues with the Department of Students Affairs about financial aid, admissions, counseling, and exchange programs and student's organizations. Steering Team Member (Co-Chair) Standard Four, Leadership and Governance, Middle State Commission on Higher Education. Be adviser to the Chancellor on institutional matters. Participate in activities under the Chancellor Office and other related duties requested by the Chancellor.

**REAL ESTATE SALES ASSOCIATE, FLORIDA REALTY INVESTMENTS  
ORLANDO, FLORIDA  
2016-**

Marketing properties through advertisements, open houses, and participation in multiple listing services. Compare a property with similar properties that have recently sold in order to determine its competitive market price. Coordinate appointments to show homes to prospective buyers. Generate lists of properties that are compatible with buyers' needs and financial resources. Present purchase offers to sellers for consideration. Interview clients to determine what kinds of properties they are seeking. Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases. Advise clients on market conditions, prices, mortgages, legal requirements and related matters. Evaluate mortgage options to help clients obtain financing at the best prevailing rates and terms. Investigate clients' financial and credit status in order to determine eligibility for financing. Rent or lease properties on behalf of clients.

**OFFICE ADMINISTRATOR, DR. CARLOS A. QUILES MEDICAL OFFICE  
2014 TO 2015**

Supervise office employees in their administrative task. Prepared weekly employees payroll. Visit Medical Insurance companies to provide office medical invoices. Prepared employees weekly schedule. Bought office supplies, met medical sales representatives and insurance agents. Received, analyzed, and paid office bills.

**PRIME TIME PLUS, SAN JUAN, PUERTO RICO  
GENERAL MANAGER  
2006 TO 2009**

Bought plastic cups, juice and cereal in Peru. Imported to Puerto Rico for resale it's to wholesalers and retailers.

**ATTENDED CONFERENCES AND TRAININGS:**

- Project Management: It's Application in the Optimization of Resources, March 8, 2013, Four Points by Sheraton, Caguas, PR.
- 2012 Summit: The Role of Cities in a Global Economy, November 28, 2012 Condado Plaza Hotel San Juan PR.
- 18th National Capitol Forum, Creating New Pathways for Hispanic Higher Education Success, April 15-16, 2013 Westin Washington, Washington, DC.
- Council of Higher Education Accreditation International Annual Group Annual Meeting, January 30-31, 2013 Washington Marriot Hotel, Washington DC.
- 2010 Census Forum: Social Demographic Changes and its impact in Higher Education. March 2013, Turabo University, Caguas, PR.
- The National Association of Presidential Assistants in Higher Education 25th Annual Conference. March 9-12, 2012. Los Angeles, California
- Accreditation Council for Business Schools & Programs, 2011 Annual conference, June 24-27 JW Marriot, Indianapolis, Indiana.
- Assessment and Evaluation of Education Programs, April 25, 2003, University of Puerto Rico. Cayey, PR.
- The Art, Culture and Health of Physical Education. March 5, 2002. University of Puerto Rico, Cayey, PR.
- Estrategias de Inducción hacia la Carrera Magisterial, octubre de 2001, Cayey PR

**JOB RELATED SKILLS:** Strategic Marketing Design, Surveys, Statistical, Blackboard, Word, Internet Explorer, Excel, Power Point, Telemarketing, Sales, Advertisement, Publicity, Public Relations, Conferences, Personal Recruitment, Training and Supervision.

**ATTRIBUTES AND CAPABILITIES:**

- Fully bilingual in Spanish and English, written and verbal
- Excellent communication, presentation and interpersonal skills
- Ability to build rapport, credibility and trust with people at all levels
- Deliver results and achieve personal and professional goals in record time
- Recognized as having the ability to work under pressure and time constraints
- Dynamic and innovator, conducting business transactions and obtaining results
- Ability to work either in a team environment or independently, with minimal supervision