‍‍Cynthia Alvarez Helling

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Objective

Obtain a position that will enable me to use my strong interpersonal and organizational skills within an organization that will benefit from my experience; at the same time enhance my career by searching for new and challenging opportunities.

Experience

Paramedic Instructor/Adjunct Faculty

February 2017 – Present Houston Community College, Houston, Texas

* Lead Faculty Instructor for Basic and AEMT courses of the EMS Program at the Katy campus.
* Manage, teach and administrate the Basic and AEMT courses at the Katy Campus.

Owner, Training Center Manager, Instructor

June 2017 – Present Code CPR Training, Houston, Texas

* Owner, manager/administrator for the company.
* Instructor on all courses taught.

Lead Instructor, AHA TS Faculty, Manager

October 2015 – June 2017 Medical Matters Healthcare Training and Consulting, Houston, Texas

* Lead Instructor for all classes provided
* AHA TS Faculty for BLS, ACLS and PALS
* Manage everyday operations including class scheduling as well as class resources organization, post-class follow up, equipment maintenance, billing operations, in-charge of other instructors.

Clinical Training Manager

July 2010 – October 2015 PerSys Medical, Houston, Texas

* Assist and manage all US end users with our full line of products, concentrating on intraosseous devices (sales, training, follow-up, complaints, every day operations, etc.)
* Assist and manage US and Canadian Distributors with our full line of products, concentrating on intraosseous devices (sales, training, follow-up, complaints, every day operations etc.)
* Investigate, follow up and provide training for the Bone Injection Gun complaints, as well as all aspects of Product Quality Management
* Clinical liaison between the US and Israel manufacturing offices.
* Booth Manager and coordinator for all major national medical conferences
* Support for South America and Europe Conferences and training as needed
* Supported US and Canadian Distributors at conferences as needed
* Provided in-house training to employees
* US office Safety Coordinator and in-house paramedic
* Provided medical translation as needed for Spanish speaking markets

Training Center Coordinator/Lead Instructor

February 2010 – October 2015 PerSys Medical, Houston, Texas

* Assist and manage daily operations of the PerSys Medical Training Center.
* Coordinate classes and instructors
* Coordinate course requirements and paperwork with our American Heart Training Centers
* Managed inventory and ordering for general training supplies for the Training Center, as well as equipment maintenance
* Instructor for CPR AED, First Aid, ACLS, PALS, ECG and Pharmacology, PEARS and Tactical First Aid at our facility and outside our facility

Transport Operations Manager/Supervisor

September 2008 – August 2009 Advanced Diagnostics Transport, Houston, Texas

* Manage daily operations of the Ambulance Company and the Mobile EKG unit, including billing, equipment maintenance, medical inventory management, scheduling, record management, representative to the TDSHS and the City of Houston, oversaw vehicle maintenance, etc.
* Manage the Paramedic schedule/coverage of the main Ambulance Company and 2 satellite CT/MRI Clinics
* Managed inventory and ordering for general office supplies for the Company

EMT-Paramedic/Field training office/shift supervisor

January 2008 – August 2009 Advanced Diagnostics Transport, Houston, Texas

* Provide emergency and non-emergency care to patients in and Advanced Level and MICU transport unit
* Patient assessment and treatment in the MICU unit and the clinic
* Assist with special procedures performed by the Interventional Radiology team in the clinic including pain management
* Perform 12 lead EKG’s in the clinic as well as with our mobile unit
* Field Training Officer in charge of new candidates during their ride outs and probationary periods as well as shift supervisor

Emergency Room Tech/ EMT-Paramedic

June 2007 – January 2008 Kingwood Medical Center, Kingwood, Texas

* ER Technician assisting nurses and doctors with patient care
* Provided patient care under the direction of the nurse or the Emergency Room Physician
* Maintained supplies in patient rooms

EMT-Paramedic/FTO

2004-2009 North Star EMS, Humble, Texas

* Provided appropriate, efficient and timely pre-hospital advanced, intermediate and basic life support care and transportation of the sick and injured in accordance with local, state, national and North Star EMS standards of practice
* Trained new employees in different levels of EMS care

EMT – B and Intermediate

2001-2007 Harris County Emergency Core (former HC ESD 1) Houston, Texas

* Provided appropriate, efficient and timely pre-hospital advanced, intermediate and basic life support care and transportation of the sick and injured in accordance with local, state, national and HCEC EMS standards of practice

EMT-Paramedic/FTO

2003-2004, Phoenix EMS, Texas

* Provided appropriate, efficient and timely pre-hospital advanced, intermediate and basic life support care and transportation of the sick and injured in accordance with local, state, national and Phoenix EMS standards of practice
* Trained new employees in different levels of EMS care

volunteer firefighter

2001 to 2007, Sealy, Texas

* Provided appropriate, efficient and timely pre-hospital basic life support care as well as rescue and fire operations in accordance with local, state, national and Sealy Volunteer Fire Department standards of practice

EMT/Urban Rescue and disaster specialist/national and international instructor

1995-2000, Mexican Red Cross, Mexico City, Mexico

* Provided appropriate, efficient and timely pre-hospital advanced, intermediate and basic life support care and transportation of the sick and injured in accordance with local, state, national and Mexican Red Cross standards of practice as well as Special Rescue Operations
* Participated in disaster rescue operations and relief in several national disasters
* Provided training in Special Rescue Operations at a national and international level
* Cooperated with the American Red Cross to provide training post-disaster to the Honduran Red Cross

Other Experience

* Trained in ACLS, BTLS, PHTLS, PALS, GEMS, CPR for Healthcare Providers. Currently holding ACLS, PALS and CPR for Healthcare Providers Certifications
* Teacher/Instructor for 20 plus years in various EMS fields
* American Heart Association Instructor in all disciplines (CPR AED, First AID, and BLS for Healthcare Providers, ACLS, PALS, PEARS, ECG and Pharmacology)
* American Heart Association Faculty in all disciplines
* English Teacher in several capacities since 1995
* Two years in Architecture/Interior Design School – not completed
* Manager of a Bookstore mainly supplying Private schools with required books and school supplies
* Managed a house cleaning business for 3 years, taking care of special client’s requests as well as using organizational skills to optimize use of closet, cabinet, pantry and garage space

Education

August 2018 HOUSTON Community College, Houston, Texas

* Associate degree in Applied Sciences

January 2001 – August 2002 WHARTON County Community College, Wharton, Texas

* Paramedic Certification – State of Texas Certified

September 1995 – February 2000 Mexican Red Cross, Mexico City, Mexico

* EMT – B Certification
* Urban Rescue Specialist Certification
* National Instructor Certification for First Aid/ Advanced First Aid/ CPR/ Urban Rescue Specialist/ EMT-Basic Course
* First in class and First place in Graduation Field Competitions in Patient Assessment and Treatment

1993 – 1996 Nuevo Continente High School, Mexico City, Mexico

* High School Diploma

References

* Vicki May – (281) 685-1817. Time known 6 years.
* Leonid Kalmanovich – (713) 899-9656. Time known 8+ years.
* Dee Williams – (713) 591-6720. Time known 8+ years.
* Erika Postell (281) 413-5471. Time known 8 years.
* Jennifer Parker – (832) 845-2878. Time known 12+ years.
* Others upon request.