

Ana M. Cisneros

Work Experience

January 2015 to Present

Information and Referral Coordinator, FIRN, Columbia MD

Foreign-born Information and Referral Network (FIRN) empowers foreign-born individuals by providing programs and direct services that help them access community resources and opportunities

- Serve as the organization's point-of-contact for all inquiries for services or information.
- Interview potential clients and determine eligibility for services.
- Provide knowledgeable and timely information to a wide variety of families and professionals in person and via phone, e-mails, and written correspondence.
- Connect callers to services within the agency and/or refers them to other services as needed.
- Manage crisis calls as necessary.
- Provide simultaneously interpretation to non-English speaker clients and the immigration attorney.
- Maintain records of all contacts.
- As necessary, conduct outreach for selected service programs.

July 2012 to September 2014

Outreach Coordinator, for a law office in Bethesda, MD

Nationwide law firm focusing on assisting veterans with appealing disability benefit claims denied by the U.S. Department of Veterans Affairs (VA).

- Responsible for new client screening and intake with disabled veterans and family members that required extensive knowledge of VA disability benefits.
- Responded to inquiries on a variety of matters such as the status of pending cases.
- Created and maintained extensive records for new clients.
- Developed cases and presented them to the paralegals and lawyers.
- Used extensively the Lexis/Nexis office database to track client status.
- Trained new interns to screen and developed cases.
- Organized and conducted training for veteran claim workshops outside the USA.
- Maintained contact information of agencies where to conduct training.

Education

Washington Business School, Fairfax VA

Legal Secretary (One-year Associate Degree), GPA 3.0, September 1996 – June 1997

Languages

Bilingual: Fluent in both English and Spanish.