

*My passion is strengthening relationships and communication  
to provide a great experience while using data analysis*

**CLIENT SERVICES/ CORPORATE TRAINER/ HEALTHCARE COACH/ NUTRITIONIST/ PSYCHOTHERAPIST**

Analyze benefits and wellness data; assess the needs of the client. Lead to comply with CRM tools. Strong knowledge of Healthcare Benefits, Nutrition guidelines, Tobacco Cessation and FDA, USDA, HACCP regulations, Medicare. Utilization of Salesforce, Excel, LMS, Webcast, Skillsoft/Skillport, Articulate, Microsoft, Camtasia, and SnagIt. Continue my development by collaborating with clients to ensure personalized touch point opportunities.

**EXPERTISE AND SKILLS:**

Bi-lingual (English / Spanish) • Interpersonal skills • Extensive multicultural knowledge • Extremely responsible • Competent and committed • Attention to detail • Result-improvement oriented • Strong communication skills • Interdisciplinary experience • Organizing, analyzing and managing data • Conducting research, analysis • Leadership • Team-work • Webpage ([www.ilsevalle.com](http://www.ilsevalle.com)) to promote well-being • Television and radio • Published newspaper articles • Promote education at universities, clinics, and health foundations • Research "Protective Effect Of Some Vitamins Against The Toxic Action Of Ethanol On Liver Regeneration Induced By Partial Hepatectomy In Rats", in the World J Gastroenterol 2008 February 14; 14(6): 899-907 ISSN 1007-9327.

**PROFESSIONAL EXPERIENCE**

**HEALTH ADVOCATE, PART OF TELEPERFORMANCE**

**Dec 2011 – To Date**

**CLIENT SERVICE MANAGER**

(JAN 2022 – TO DATE)

**CORPORATE TRAINER**

(JUL 2019 – DEC 2021)

**BILINGUAL INTEGRATED WELLNESS SPECIALIST - EMPOWERED HEALTH**

(JUL 2013 – JUN 2019)

**BILINGUAL WELLNESS COACH**

(DEC 2011 – JUN 2013)

- Throughout my career at Health Advocate I have been a participant in the call center, wellness, training and client services team. From working directly with the members, to training staff and collaborating with sales and clients. This has allowed me to have a full spectrum of different departments and expand my expertise and integrate with multiple units. This experience has been incredibly fulfilling.
- Client retention.
- Primary contact and liaison for sales team and high-level clients.
- Gather information and interpret data concerning clients.
- Project facilitator between sales and operations.
- Establish an excellent working relationship with clients, striving to improve business.
- Assessing, designing, and improving to deliver training programs; facilitate learning modules.
- Experience with Learning Management Systems (LMS).
- Assistance/support to Wellness Team.
- Wellness Coaching syllabus and training for NCQA certification.
- Educate, motivate, and guide members in making healthy lifestyle changes.
- Create step-by-step documents.
- Policies and Procedures development.
- Contributions to the Wellness Blog.
- Assist with verifying accurate and customized translations.
- Orient members about Plan Documents, Healthcare data and Medicare.
- Integrate a full-spectrum approach with better clinical outcomes to increase member satisfaction and retention.

**GOLDEN LIVING**

**Golden Living @ Doylestown, PA**

**May 2011 – Dec 2011**

**DIRECTOR OF NUTRITION AND DINING SERVICES**

- Infection and pest control.
- Organize and train staff.
- Improvement in purchasing orders and reduction in food waste.
- Correcting and updating patient information in Point Click Care (PCC) through Minimum Data Set (MDS).
- Improvement in patient weight management.
- Clinical nutrition documentation.
- Review dietary needs and recommend nutrition medical plans.
- Assure compliance with FDA and State regulatory and sanitation standards.

**Fox SubAcute** (*Five-star Nursing home for long term living*)

**Fox Subacute @ Clara Burke, PA and Warrington, PA**

**Nov 2009 – Apr 2011**

**FOOD SERVICE DIRECTOR AND CENTRAL SUPPLY MANAGER**

- Infection and pest control.
- Organize and train staff.
- Implementation of better food flow.
- Improvement in purchasing orders and reduction in food waste.
- Participate in re-designing the kitchen areas.
- Accuracy in tray-ticket service.
- Elaborate and organize special events menus.
- Implement new ways of tracking and controlling inventory.
- Provide balanced meals with alternate food options and nutritional counseling.
- Organize supplies and reduce waste in nursing supplies, leading to budget savings.
- Calculate, implement diet plans, and provide counsel.
- FDA regulatory and sanitation standards.
- Order all supplies necessary such as Nursing, Respiratory, Enteral, Incontinence, Office Supplies, and Foodservice.

**TELEVISA, Mexico City, Mexico**

**2006 – 2009**

*(A Multibillion top 150 Company in Latin America devoted to the Broadcasting and Production of Soap Operas, TV series and reality shows)*

**NUTRITIONIST, QUALITY ASSURANCE AND DIETARY MANAGER**

- Building the dyslipidemia clinic was a great learning experience with rewarding outcomes and teamwork.
- Conducted a dyslipidemia clinic to improve corporate health.
- Design health improvement programs focused on executives, admin staff and field workers (1,150 members).
- Obtain blood test values, body composition and indirect calorimetry.
- Offer nutritional counseling and guidance, with results reducing health risk factors by 45% over a one-year period.
- Promote personalized health programs and nutrition plans, while coordinating 3 mayor restaurants.

**OUTSOURCING & CONSULTING, Mexico City, Mexico**

**1998 – 2009**

**DIETITIAN**

(2003-2009)

- Focus on personalized nutrition assessment for patients with specific needs or dietary restrictions.

**NUTRITION CONSULTANT**

(2003-2009)

- **Unilever:** Food presentation and guidance regarding regulations: labeling, product stabilization and QA.
- **Abbott:** Menus for infants from 6 to 24 months, with recommendations for vitamins, minerals, linoleic and linolenic acid, energy, proteins, and fat.
- **Bayer:** New infant formula presentation and talk about food nourishment topics to pediatricians.
- **Clinique Laboratories:** Nutritional assessment to Clinique product consumers for client relations.
- **Televisa:** International Championship, Dancing for a Dream. Menus for participants of the television program. Nutritional guidance. Keep costs within budget.

**ESL CORPORATE BUSINESS TEACHER**

(2003-2009)

- English as a Second Language Business Teacher, assisting with communication, fluency, practice, and business vocabulary. This has been of great personal value to me because of the skills it has given me in effective communication. I worked for companies such as Química Knoll de México, Glaxo Wellcome, Afianzadora Insurgentes, Aventis Pharma, Perfumerie Versailles, Angloamericano, Work and Welfare Department, Glaxo Smith Kline, Columbia Laboratories, Degasa, Signa, UCB, Teva, Universidad del Pedregal and private classes.

## **EDUCATION**

### **MASTERS IN PSYCHOTHERAPY**

*ELEIA Institute, 2009*

### **BACHELOR'S IN NUTRITION AND DIETETICS**

*Dietetics and Nutrition School, 2004 (US validated equivalent degree of BS in Nutrition and Dietetics)*

### **MINOR IN FOOD CHEMISTRY**

*(Six semesters 1997 - 2000, transfer to nutrition)*

*Chemistry Faculty, UNAM (US equivalent of completion of 48 semester credit hrs of undergraduate study in Food Chemistry)*

## **PROFESSIONAL QUALIFICATIONS**

Certified in working with Tobacco Cessation, American Lung Association, 2019 • Psychoanalytical clinic and supervision, 2008 • Eating Disorders Diploma, Anahuac del Norte University, 2007 • Oenology Diploma, Anahuac del Sur University, 2000 • Teacher's Diploma Course, Grupo Educativo Angloamericano, 1998

## **OTHERS**

- *Participation in sports events and activities, To Date*
- *Freedom From Smoking Certificate, 2019*
- *ESL Teacher and TOEFL Examination Tutor, 2003 - 2009*
- *100% scholarship for the Eating Disorders Diploma, 2007*
- *First and second place, basic research at the Nutrition Society A.C. (SNAC) and 17th Mexican Congress AMMFEN and acknowledgement as expositor in free compositions in a Medical Symposium in the Annual Mexican Biochemistry Congress with the project: "Effects of The Administration of Antioxidant Vitamins In The Hepatic Reversion Of The Inhibition For Hepatic Regeneration Caused By The Consumption Of Alcohol", 2002*
- *Presenter in the 1st Week of Science, Technology and Art at the Dietetics and Nutrition School with the topic "Apple Fermentation and Yeast Isolation to Elaborate Cider", 2001*
- *Merit economic award. Bestfoods Educational Foundation, 2000*
- *Acknowledgement for dedication and attitude in daily work, 2001*