
Charisse Anguiano

EDUCATION

M.A., DISPUTE RESOLUTION

Southern Methodist University

Dallas, TX

B.S., PSYCHOLOGY

University of Phoenix

Dallas, TX

SKILLS

- Conflict Resolution
 - Strategic Leadership and Planning
 - Project Management
 - Detail Oriented and Efficient
 - Data Management and Reporting
 - Executive Coaching
 - Team Building/Coaching
 - People Development
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EXPERIENCE

Southern Methodist University

Project Coordinator, College Access Programs

Dallas, TX

June 2019 – Present

- Strategic Partner, collaborates with College Access Program Director and Leaders
- Owns all aspects of Data Management and Internal Goal Processes
- Analyze data for best behavior practices, coaches to opportunities
- Assists in creating initiatives to meet goals, develop best practices
- Strategize to meet important APR objectives, Manage submission organization processes
- Directs all office operational processes
- Directs all phases of Project Management
- Support all initiatives geared toward addressing educational Gaps
- Oversee recruitment processes
- Manage and develop graduate assistants and student workers

United Way (Contracted)

Dialogue Facilitator

Dallas, TX

December 2020 – Present

- Facilitate discussions with integrated racial affinity groups
- Monitor and track progress of dialogue to create new inclusive corporate culture

A&M University – Commerce

Adjunct Professor – Organizational Leadership

2021 – present

WORKSUITES

Senior Community Manager/Recruiter

Dallas, TX

May 2012 - February 2018

- Member of executive operations team
- Strategized on efforts to implement positive change to organization as a system
- Created and directed roll-outs of new procedures to improve current business practices and employee/client relations
- Manage and developed staff
- Developed awareness for coaching opportunities to advance staff
- Oversee company internal and external communications
- Provide safe space to hear client grievances and provide resolutions

Fuzziwigs Candy Factory, Lupton Partners LLC

Store Manager

Dallas, TX

December 2011 - May 2012

- Managed daily store operational, sales and logistical tasks
- Strategized and designed initiatives to drive sales
- Implemented and supervised employee operational and safety policies
- Oversaw all aspects pertaining to employee relations, including recruitment, hiring and training of staff
- Created financial and business reports for ownership

Soma Intimates by Chico's

Store Manager

Glendale, CA

April 2009 - October 2011

- Responsible for managing the sales, operations, asset protection and HR components of store
- Managed aspects of employee relations
- Resolved internal client conflicts
- Analyze store business trends on daily, weekly and monthly basis
- Create store and associate action plans to address performance issues
- Maintained corporate visual standards

VOLUNTEER INVOLVEMENTS

- Musgrove Agency Youth Camps & Events
- ONE Community Church

CERTIFICATIONS

- CINERGY® Coach Graduate - Certificate of Completion, Fall 2018
 - Texas Mediator in accordance with section 154.052(a) of Texas Civil Practices and Remedies Code
 - Executive Coach – Southern Methodist University
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