Luis Castillo

CAREER NAVIGATOR

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SUMMARY

Career navigator with 18 months at a WIOA-funded workforce center, carrying a caseload of 65 job seekers through assessment, training enrollment and job placement. Pairs case management, workforce development and group facilitation with bilingual customer service in English and Spanish. Keeps case notes and employment plans current in the state system and in Microsoft Office.

SKILLS

Other Skills: Case Management, Workforce Development, Facilitation, Customer Service, Microsoft Office, Excel, Word, Communication Skills, Organizational Skills

EXPERIENCE

Career Navigator

04/2025 - Present

Alamo Workforce Partners

San Antonio, TX

Nonprofit operator of 3 workforce centers funded through WIOA.

- Manage a caseload of **65** adult job seekers and build an individual employment plan with each one.
- Connect 40 participants a year with short-term training such as CDL, medical assistant and welding programs.
- Facilitate weekly job readiness workshops on resumes and interviews for groups of 10 to 15.
- Document case notes, assessments and follow-ups in the state case management system within 48 hours.

Member Service Representative

06/2022 - 03/2025

Mission Trail Credit Union

San Antonio, TX

Credit union with 8 branches and 40,000 members.

- Supported 70 members a day in English and Spanish, opening accounts and solving card and loan questions.
- Trained 5 new representatives on account opening steps and customer service standards.
- Created Excel reports of daily branch referrals for the branch manager's weekly review.
- Wrote member letters and branch notices in Word, cutting repeat calls about fee changes by 30%.

EDUCATION

Bachelor of Arts

05/2022

The University of Texas at San Antonio

San Antonio, TX

Sociology

CERTIFICATES

Mental Health First Aid

National Council for Mental Wellbeing

08/2025