NICOLAS M. HERNANDEZ

REGIONAL OPERATIONS & PEOPLE LEADERSHIP | CUSTOMER SERVICE | STAFF ACCOUNTABILITY | BILINGUAL ENGLISH-SPANISH

Dallas, TX 75217 | 214-470-9062 | nickmhernandez46@gmail.com | LinkedIn: nicolas-m-hernandez-iii-mpa-539b9764

PROFESSIONAL SUMMARY

Bilingual English-Spanish operations, people-management and community-services professional with 15+ years of progressively responsible experience across nonprofit leadership, multi-region supervision, customer/client service, recruitment, property operations, legal support and crisis-sensitive logistics. Experienced supervising distributed teams, monitoring performance and documentation, resolving urgent operational barriers, coordinating coverage and resources, coaching staff and volunteers, and communicating escalated issues to stakeholders. Brings a hands-on, accountable leadership style with strong follow-up, conflict-resolution, administrative and relationship-management skills.

CORE QUALIFICATIONS

Multi-Location / Regional Supervision | Staff Coaching & Accountability | Customer Service | Lead & Follow-Up Discipline | Recruitment & Onboarding | Operations Management | Scheduling & Coverage Coordination | Performance Tracking | Escalation & Problem Resolution | Cash / Payment & Expense Documentation | Vendor Negotiation | Confidential Records | Reporting & Documentation | Conflict Resolution | Bilingual English-Spanish Communication | Microsoft 365 & Google Workspace | CRM / Database Systems

PROFESSIONAL EXPERIENCE

Social Media Coordinator / Operations & Travel Manager | Families to Freedom

Jan 2026 - Sep 2026 | Dallas, TX

- Managed time-sensitive operational and travel coordination for domestic-violence survivors, working across volunteer drivers, shelters, law enforcement, hotels and service partners while protecting confidential information.
- Matched available personnel and transportation resources to urgent cases based on geography, timing, vehicle availability, accessibility and safety requirements; resolved barriers as circumstances changed.
- Documented cases and incidents, supported fleet readiness, coordinated volunteers and conducted post-trip debriefs to identify issues and maintain operational continuity.
- Managed public-facing communications, volunteer recruitment and fundraising outreach while balancing multiple active priorities and follow-up requirements.

Mentor Recruitment & Retention Specialist | Southwest Key Programs

Jan 2025 - Dec 2025 | Dallas, TX

- Screened, interviewed and onboarded 100+ volunteer mentors while supporting background-check and program-standard compliance.
- Built structured follow-up, engagement and recognition processes that contributed to a reported 25% improvement in mentor retention and 30% increase in recruitment.
- Developed tracking systems for recruitment, retention and engagement metrics; conducted 50+ presentations/screening events annually and built 10+ community partnerships.
- Served as liaison among mentors, youth, families and community resources, addressing questions, resolving concerns and maintaining consistent communication.

Building Inspector | Dallas County Health & Human Services / Housing

Aug 2022 - Dec 2023 | Dallas County, TX

- Managed a 200+ family caseload, scheduling inspections and annual recertifications while maintaining correspondence, income-verification records and regulatory documentation.
- Mediated lease, property-damage and landlord-tenant disputes, requiring sound judgment, customer service, documentation and timely resolution of escalated issues.

Property Management | Asset Living

Sep 2021 - Jul 2022 | Dallas, TX

- Managed leasing documentation, rent and deposit collection, resident relations, service budgets and vendor contracts in a customer-facing property environment.
- Negotiated construction, maintenance and utility vendor agreements; prior records report approximately 10% annual maintenance savings and improved response times.

Office Manager | Youth Advocate Programs, Inc.

Feb 2021 - Mar 2022 | Dallas, TX

- Managed daily office operations, staff schedules, meetings, training, onboarding, confidential records, databases, invoices, purchasing, expense documentation and personnel paperwork.
- Coordinated with leadership, advocates, case-management staff, schools, social-service agencies, juvenile-justice partners, vendors and families while supporting reporting deadlines and documentation quality.

REGIONAL & EXECUTIVE LEADERSHIP

Texas Statewide Organizing Director - progressed from Legal Support & Community Outreach | RAICES

Jun 2015 - Jan 2020 | Texas

- Supervised 7 employees/organizers across Dallas, Fort Worth, El Paso, San Antonio, Austin, Houston and Corpus Christi, providing direction across a geographically distributed operation.
- Coordinated statewide priorities, rapid-response activity, staff/community engagement and relationships with public officials, community leaders and partner organizations.
- Managed competing regional needs, communicated changing priorities, supported team performance and helped translate high-volume field information into coordinated action.

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LEADERSHIP EXPERIENCE - CONTINUED

President / Executive Director | North Texas Dream Team

Approx. May 2018 - 2020 | Dallas-Fort Worth, TX

- Led organizational strategy, programs, partnerships, fundraising, volunteer/member engagement and day-to-day leadership for approximately 45 members and 98 volunteers.
- Established expectations, coordinated people and programs, led public-facing activities and strengthened organizational funding by a reported 98% from an approximately $5,000 starting budget.
- Delivered bilingual presentations and community education while maintaining relationships with community members, partner organizations and volunteers.

Regional Director | Omega Delta Phi Fraternity

2018 - 2020 | Regional

- Supported approximately eight university entities through policy compliance, recruitment, risk management, chapter performance, leadership development, regional events and conflict resolution.
- Provided leadership across distributed teams and addressed performance, organizational and policy issues requiring diplomacy, accountability and follow-through.

ADDITIONAL RELEVANT EXPERIENCE

Legal Assistant / Paralegal | Herrera & Vera Law

Oct 2019 - Apr 2020 | Grand Prairie, TX

- Supported client-facing legal and administrative work, immigration documentation, confidential bilingual communication, interpretation and case follow-up.
- Balanced detailed records and client service in an environment where complete, accurate information and timely follow-through were essential.

Marketing / Social Media Manager | Light of Hope Immigration Law Center

May 2020 - May 2021 | Plano, TX

- Led communications, marketing and public-facing outreach for an immigrant-focused legal-services organization, supporting stakeholder communication and quality control.

Founder / Director | DFW Animal Sanctuary & Rescue Network

Oct 2020 - Present | Dallas-Fort Worth, TX

- Founded and led volunteer coordination, fundraising, recordkeeping, community partnerships, policies, veterinary-support logistics and placement activities.

EDUCATION

Master of Science, Public Leadership and Administration - University of North Texas at Dallas, 2021 | Public Management & Human Resources

Master of Arts, World History - Texas A&M; University-Commerce, 2018 | Central American Studies

Bachelor of Arts, Political Science - The University of Texas at Dallas, 2016 | Minor: International Studies

Two Associate Degrees - Eastfield College / DCCCD, 2009-2012 | Biology/Science & Environmental Studies; Anthropology & Humanities

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: Certified Paralegal (CP) | Advanced Certified Paralegal (ACP) | Certified Property Manager | Certified Safety Professional | CPR / First Aid | Handle With Care Basic Training (2025)

Languages: English - Fluent | Spanish - Fluent/Bilingual Professional Proficiency; translation and interpretation experience

Technology: Microsoft 365 | Google Workspace | Salesforce | Airtable | Monday.com | Zoom | Adobe Acrobat Pro | CRM / advocacy systems | databases | KPI/data tracking | digital communications

TARGET-ROLE STRENGTHS

Regional team oversight | Evening/weekend operational readiness | Staff productivity and accountability | Customer/client follow-up | Scheduling and coverage coordination | Escalation management | Payment and expense documentation | Confidential information handling | Bilingual customer communication | In-person multi-site leadership