

Professional Portfolio

Qualifications and Experience Enrique Mayoral



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Statement of Authenticity

This portfolio is a testament to my dedication to excellence, showcasing a collection of original works that I have personally curated. Each piece within reflects my unique leadership philosophy, strategic thinking, and commitment to delivering exceptional results. I affirm that all content is authentically mine and represents my genuine contributions and achievements.

Personal Mission Statement

I empower teams to achieve excellence by fostering a culture of integrity, open communication, and mutual respect. My commitment to clear communication and fair decision-making builds trust and inspires collaboration. My proactive approach frees up managers' time, leading to successful project outcomes. I create an environment that attracts passionate individuals who share a commitment to positive impact.

Education Section

Masters Degree Information

Plan of study

The Colangelo College of Business offers the Master of Business Administration (MBA) program provides emphases in Accounting, Finance, Health Systems Management, Leadership, Marketing, and Strategic Human Resource Management. The Master of Business Administration (MBA) degree is designed for working professionals who desire to complete their graduate degree without interrupting their professional careers. The program consists of 39-51 graduate credit hours. It affords students the opportunity to develop cross-functional business-management skills, preparing business practitioners for advanced management and executive positions. Students have the option of completing two emphasis areas as part of their MBA degree. Students with the necessary academic or professional background who complete two courses per semester on a trimester basis will be able to complete the MBA program in just over two years. The Colangelo College of Business MBA Program is fully accredited by the Accreditation Council of Business Schools and Programs (ACBSP).

Master of Business Administration with an Emphasis in Leadership

Grand Canyon University's Master of Business Administration with an Emphasis in Leadership program provides students with the capacity for transformational leadership through the application of business practices. The program highlights the impact of the global economy on organizational decision making, planning, and sourcing of organizational resources. Students draw upon interpersonal skills to address each practice, as well as to comprehend the influence that diverse cultures have on it. The use of telecommunications, emerging technologies, and e-commerce applications combine with essential business principles that encompass finance, accounting, economics, marketing, and management, providing students with the capacity to lead and manage business enterprises both effectively and ethically. The program encourages students to be informed critical thinkers and decision makers through active research and the application of quantitative methods that transform raw data into useful information. The program prepares students to compete for critical leadership roles in current and future organizations through coursework that addresses leadership theory, problem solving, organizational leadership, self-leadership, and highly effective teams.

Bachelors Degree Information

Plan Of Study

Degree requirements are specified in an individual plan of study developed with each student through academic advising. At least 42 semester-credit hours must be earned in upper-division coursework

Course Description

The program is designed to produce graduates who are able to:

- Use applied research and problem-solving skills, including presenting recommendations through comprehensive reports, communicating effectively both

orally and in writing, and work- ing effectively in leadership and support roles within a team environment.

- Create and test computer information systems solutions for business problems.
- Demonstrate project management skills.
- Demonstrate supervisory and management skills needed to effectively lead and support others within a specialty and across business functions.
- Apply critical thinking skills to identify and evaluate existing processes, identify needs, and structure business approaches by using established methodologies and standards.

Academic history

Conferred Degrees

Associates Degree Obtained In Liberal Arts

Bachelors Of Science Degree Obtained Technical Management

Grand Canyon University Phoenix, AZ

- Introduction to Graduate Studies in the College of Business (UNV-504)
- Leadership and Organizations (MGT-605)
- Accounting Practices (ACC-502)
- Finance Principles (FIN-504)
- Applied Business Probability and Statistics (SYM-506)
- Economics (ECN-601)
- Quantitative Methods (BUS-660)
- Marketing Management (MKT-607)
- Managerial Accounting (ACC-650)
- Operations Management (MGT-655)
- Managerial Finance (FIN-650)
- Strategic Management (MGT-660)
- Leadership Styles and Development (LDR-600)
- Organizational Development and Change (LDR-615)

California State University-Bakersfield

- Logic (PHIL 102)
- Music Theory (MUS 122)
- Programing Languages (CMPS 350)
- Structures and algorithm analysis (CMPS 223)
- Operating Systems (CMPS 213)
- Chemical Principals (CHEM 150)
- Logic Reasoning (PHIL 102)
- Intro Sociology (SOC 100)
- Intro to Spanish (SPAN 101)

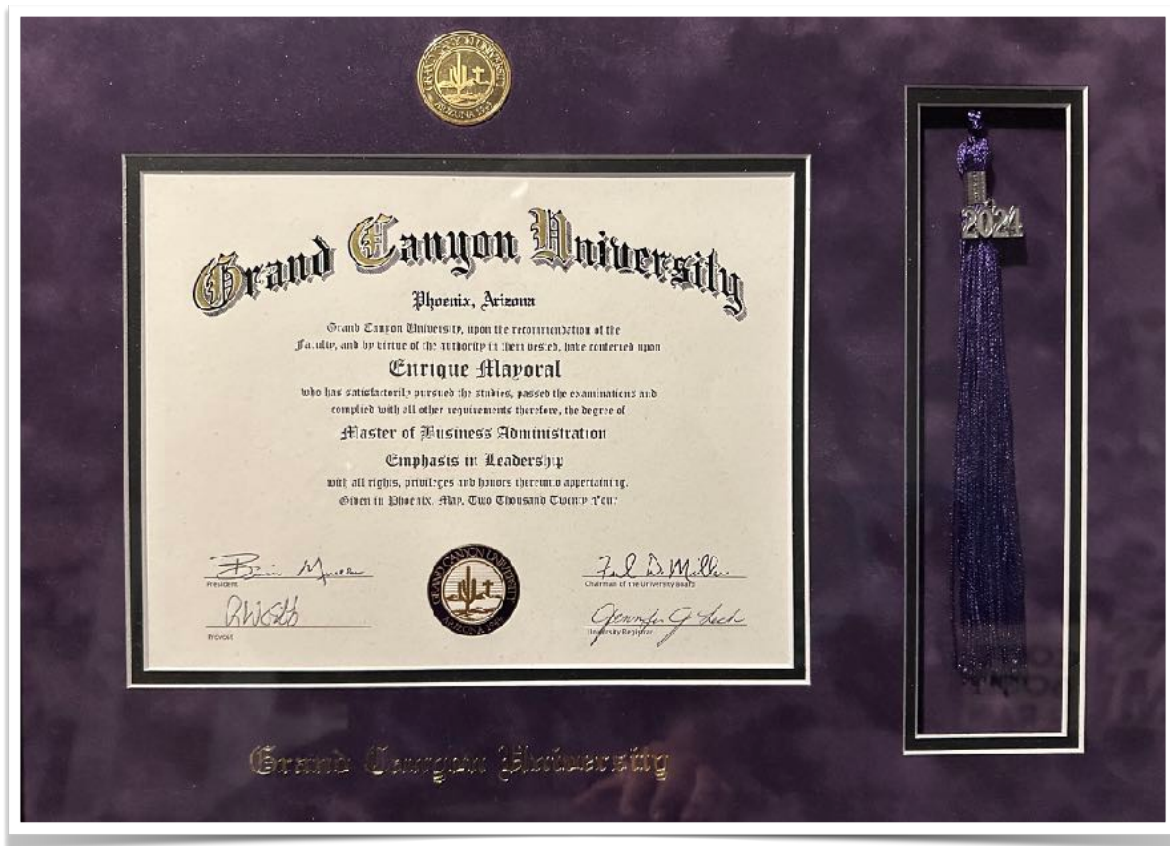
Bakersfield College

- Calculus I (MATH B6A)
- Calculus II (MATH B6B)
- Chicano Studies (HIST B30B)
- Psychology (PSYC B1A)
- General Chemistry (CHEM B2A)
- History of The US (HIST B17A)
- Human Anatomy (BIOL B14)
- Probability and Statistics (MATH B22)
- Composition (ENGL B1A)
- Public Speaking (B1)
- Plane Trigonometry (MATH BC)

DeVry University Mesa, AZ

- Intro to Business and Technology (BUSN 115)
- Programming C++ (CIS 170C)
- Structured Analysis and Design (CIS 321)
- Technology, Society And Culture (LAS 432)
- Data Analysis With Spreadsheets (BIS 155)
- Principles Of Management (MGMT 303)

- Project Management (MGMT 404)
- Business Systems Analysis (MGMT 340)
- Fundamentals of E-Commerce (ECOM 210)
- Consumer Behavior (MKTG 310)
- Structured Analysis And Design (CIS 321)
- Introduction to Database (CIS 336)
- Career Development (CARD 405)
- Object Oriented Analysis-Design (CIS 339)



Central Union High School

El Centro



California

This Certifies that
Enrique S. Mayoral
has completed the Course of Study prescribed by the State Board of
Education and the Trustees of this School and is awarded this

Diploma

Given this Summer, nineteen hundred ninety-three.

Joseph R. Marner
Superintendent-Principal

Betsy Yslava
President, Board of Trustees

Paul L. Hansen
Clerk, Board of Trustees

DeVry University

*The President and Directors, acting upon the recommendation
of the Faculty
have conferred upon*

Enrique Mayoral

the degree of

**Bachelor of Science in
Technical Management**

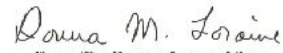
Cum Laude

with all its rights, privileges and responsibilities.

*Given under the seal of DeVry University in the State of Arizona
on the first day of March in the year 2015.*


President




Provost/Vice President Academic Affairs





Seasoned Operations Manager with over a decade of experience in public-facing leadership roles, specializing in strategic planning, team development, and operational excellence. Proven success in leading high-impact programs, managing multimillion-dollar operations, and fostering community engagement through effective communication and collaborative decision-making. Skilled in balancing innovation with efficiency to drive long-term impact.

Highlights and Qualifications

✓	Integrity & Trust	✓	Developing Direct Reports	✓	Approachability
✓	Confidentiality	✓	Managing & Measuring Work	✓	Command Skills
✓	Dealing With Ambiguity	✓	Caring about Direct Reports	✓	Managing Diversity

Education		GPA	Graduation Date
Grand Canyon University	Master's Degree in Business Administration with an emphasis in Leadership	3.7	May 2024
DeVry University	Bachelors of Science in Technical Management	3.5	March 2015
Bakersfield College	Associates of Arts In Liberal Arts	3.2	December 2003

Professional Experience

Leadership Experience

- Strong desire to teach and challenge my peers and direct reports
- Ramped up the various employees on various aspects of a call center environment.
- I am a positive role model.
- Guided and direct a productive oriented environment.
- Desire to live outside my comfort zone to constantly challenge and grow Conscious Capitalist thought process
- Demonstrated full autonomy by managing queue, breaks, lunches resources without guidance in a fully collaborative environment
- Lead training groups.
- Ability to research and investigate issues using multiple systems
- Able to learn and adapt to new environments, business processes, and systems quickly
- Ability to identify and resolve customer concerns related to products and service

Military Experience

- Maintained Solder readiness by transcribing and training groups of 12 or greater as needed
- Lead groups of 10-50 people in driving ceremonies designed under Drill & Ceremonies
- Delegating specific responsibilities based on identified skill set.
- Focused on Conflict management with officers regarding drill and ceremony
- Lead strategic agility giving feedback to officers, peers and subordinates when leading functions and operations of unit movements throughout the US.

Employment History

Dates	Position	Company	Location
November 2024 - Present	Claims Specialist - Fire Property Stewardship	State Farm	Tempe, AZ
November 2021 - November 2024	Associate Manager Customer Service & Retention	Gen Digital	Tempe, AZ
January 2020 - November 2021	Operations Supervisor Non-clinical	Centene	Tempe, AZ
May 2015 - January 2020	Hosting Supervisor	Godaddy	Gilbert, AZ
April 2004–May 2015	Apple Solutions Consultant	Apple Inc	Bakersfield, Ca., Chandler AZ
March 2000 -April 2004	Full time student / Various Part Time Work	Various	Bakersfield, Ca.
May 1994- March 2000	Military Musician and OJT Liason	US Army	Various

Awards

Bachelors of Science With Distinction (Cum Laude)	Apple Most inspired award	National Defense ribbon
DeVry University Deans list Fall 2013 & Fall 2014	Army Commendation medal	Army Service Ribbon
Apple Superior Sales Award	Army Achievement Medal (2nd	Army good conduct Medal
5 Year Apple Certificate signed by Steve Jobs	Apple 10 year Award superior	

Professional Development and training Section

Army Development recognition

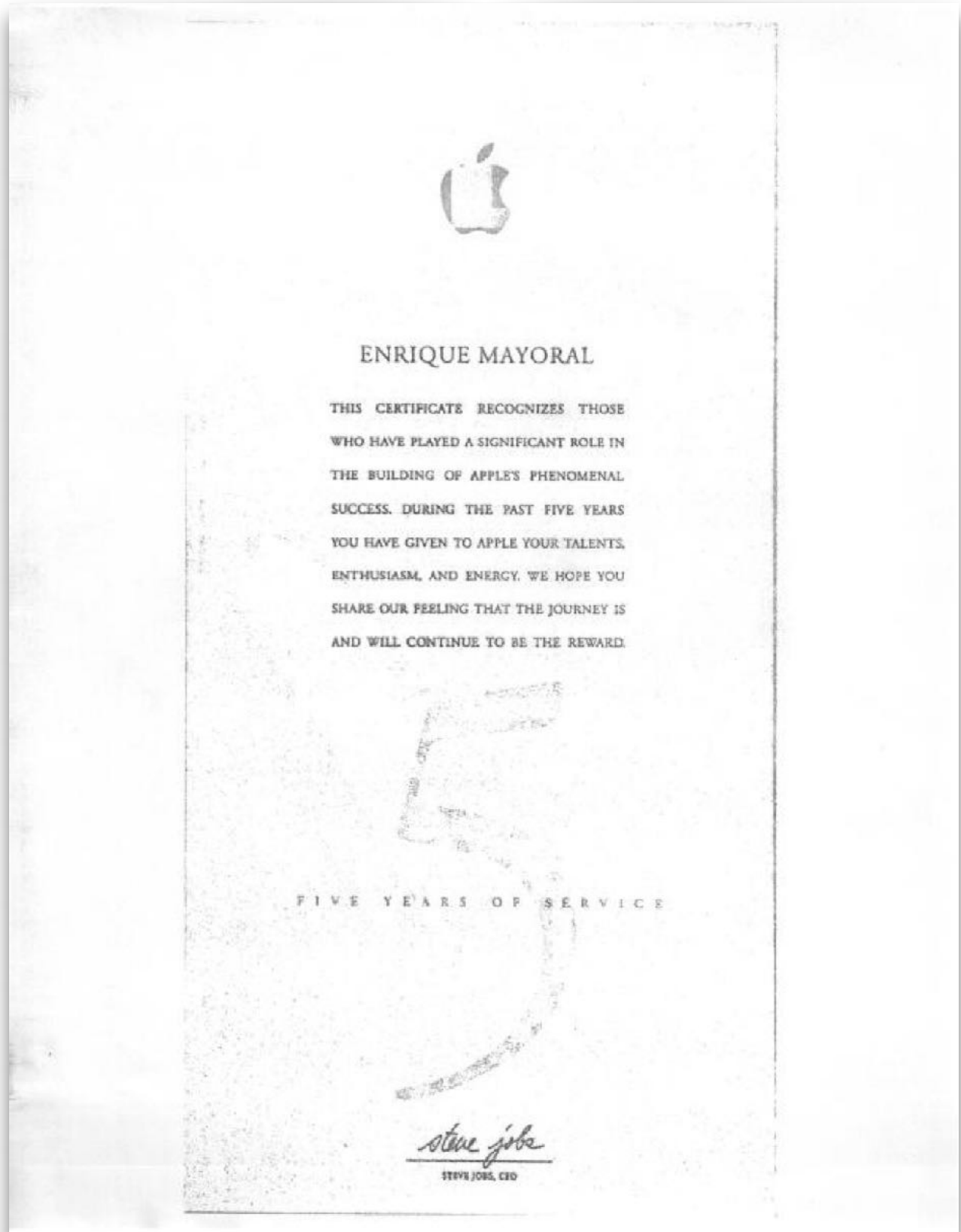
1. Army Commendation Medal
2. Army Achievement Medal X2
3. Army Good Conduct Medal
4. National Defense Ribbon
5. Army Service Ribbon

Civilian Recognition

1. iWork Certified Trainer
2. Apple Superior Performance Award
3. Apple Inspiration Award
4. Deans list DeVry university X2
5. Cum Laude Bachelors Of Science
6. Apple Product Professional Certified 2004-2011

References

Letter Of References



Miss your
positive attitude,
encouragement, support
and smile. Hope all is well
in Arizona! Cassidy

We need more Rest B
vibes bro!! -Kingo-

Enrique,
I miss your laugh, your jokes
and your positive energy! Amber

Hey Dude!

Miss you lots!
-Cassidy :)
AKA - III's sister

HI ENRIQUE!
WE MISS YOU!!!

WE HOPE EVERYTHING IS
GOING WELL.

HEY RICKY,
SEND US PICS OF
YOUR STORE + YOUR
FAVORITE PEOPLE.

-Enrique
NO MORE
CROP CIRCLES!!
-Jon

MISS YOU Kiki!
Allyson

I'd say I miss
you but truth is
I really love beautiful men
You - Adrian

-THIS IS IT?
HOT?
MISS YOU!
Kaiti

We
miss you!

-Carolina

Miss you so much!
Hope everything is
going well!

Enrique!

Dude you are totally
missed, hope you're
doing great, take care!

- Irene

Miss you!
-Lew Feinberg

Miss you
buddies!
Carlin

Miss you daily friend
Manica

Enrique, Miss
my dear Brotha!
Friend. I miss you.
Hope all
is well.
Will be waiting
soon.
♥ Annie J.

Enrique

aka Queque

Come Back! LOL

We miss ya!

♥ JAZZ

Miss ya
my friend
Ⓟ

Chas
Adrian

Miss u
tons bro!
Justin

You are
amazing!!!

Veronica

Hope you're having fun!
Miss you!
-Greg

Keonda
Kernal!
Alvie

MISS YOU BUD.
STAY COOL IN AZ!
-Ian



HOLA AMIGO! HOPE YOU'RE DOING WELL! -CRYSTAL

DEPARTMENT OF THE ARMY
62ND ARMY BAND
USAADACENFB, FT. BLISS, TX 79916

22 February 2000

To Whom It May Concern:

Re: SPC Enrique Mayoral

As the First Sergeant and supervisor of Specialist Enrique Mayoral, I am pleased to write this letter of recommendation. SPC Mayoral and I have worked together for the past 7 months and in that period, he had proven himself to be a talented performer with a positive attitude. I can say without reservation that he has a high level of creativity, well-ingrained integrity and a keen sense of mission accomplishment for any assigned task.

In this time of indiscriminate downsizing in the military, a small unit such as an Army Band must do more with less. SPC Mayoral's flexibility and ingenuity have served both himself and the unit well. His performances in small ensembles and with the full band have identified him as a consummate team player and as an integral part of our mission success. He has been recognized by higher commanders for his efforts on numerous occasions.

It would be my pleasure to answer any questions you may have about SPC Mayoral. Please contact me at the 62nd Army Band, Ft. Bliss, TX 79916, e-mail me at 62AB1SG@emh10.bliss.army.mil, or call me at (915) 568-5182.

Sincerely,



Barry J. Hawthorne
First Sergeant, 62nd Army Band



Formerly ACN Communications
5100 California Avenue, Suite 104 - Bakersfield, CA 93309
661.281.2100 - Fax 661.281.2110

To Whom It May Concern:

It is a true pleasure working with Enrique Mayoral. His energy and enthusiasm is as apparent as his professional attitude and appearance.

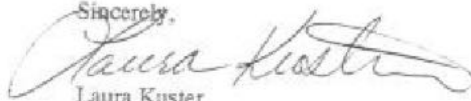
Primarily I rely on Enrique to provide support for Arrival's sales force, but many times he is called upon to assist senior management with specialized projects. His vast capabilities have proven to be a huge asset for Arrival.

Mr. Mayoral is accommodating and definitely a team player. He continuously demonstrates good character and strong integrity. He is a dedicated and hard worker, willing to take that extra step in order to accomplish a goal.

One of Mr. Mayoral's most notable skills is his extensive knowledge of varied computer programs and their applications. He is extremely well liked by the Arrival Communications staff; I certainly enjoy working with him!

Mr. Mayoral will be successful in any endeavor he pursues and an asset to any organization.

Sincerely,



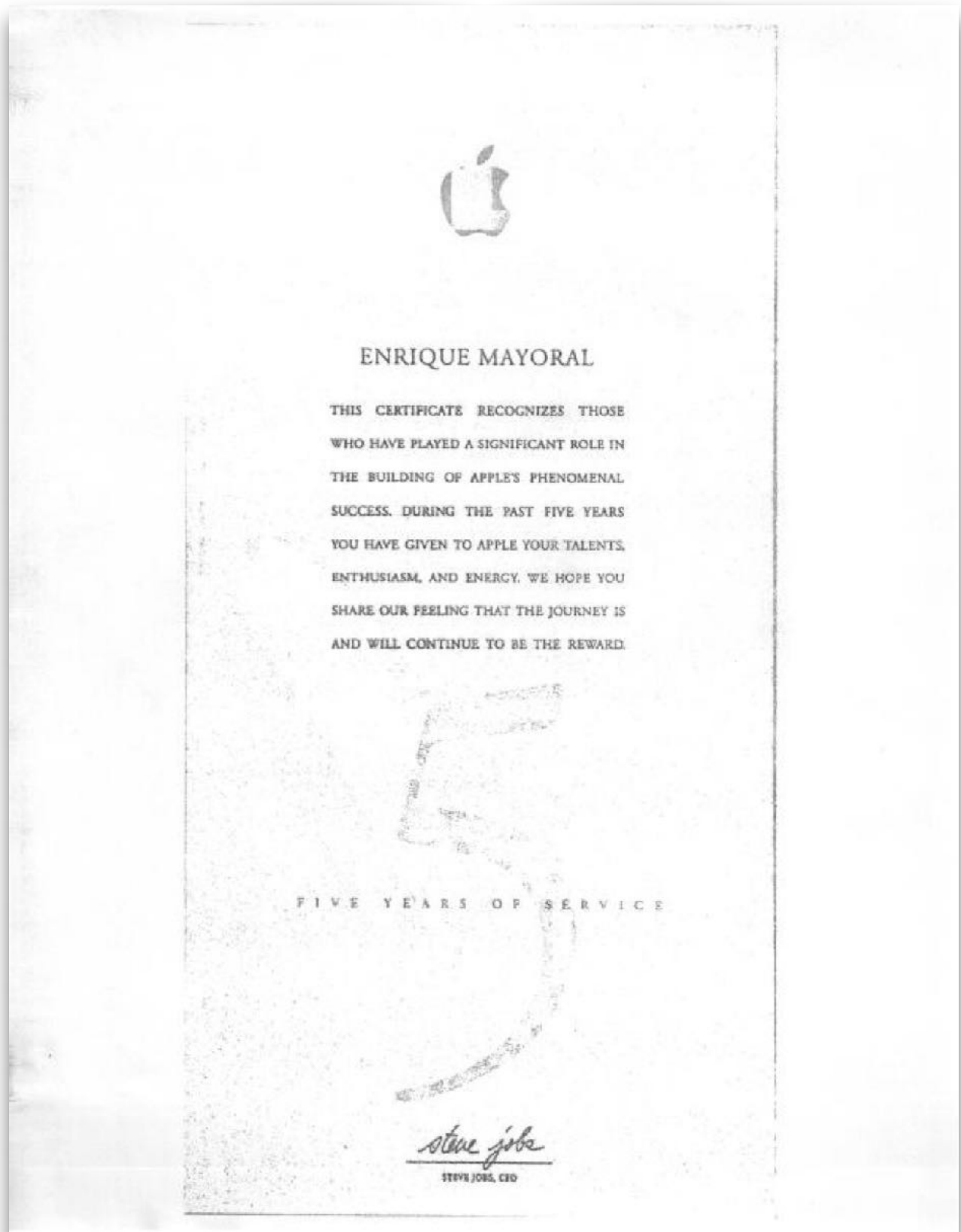
Laura Kuster
Area Manager

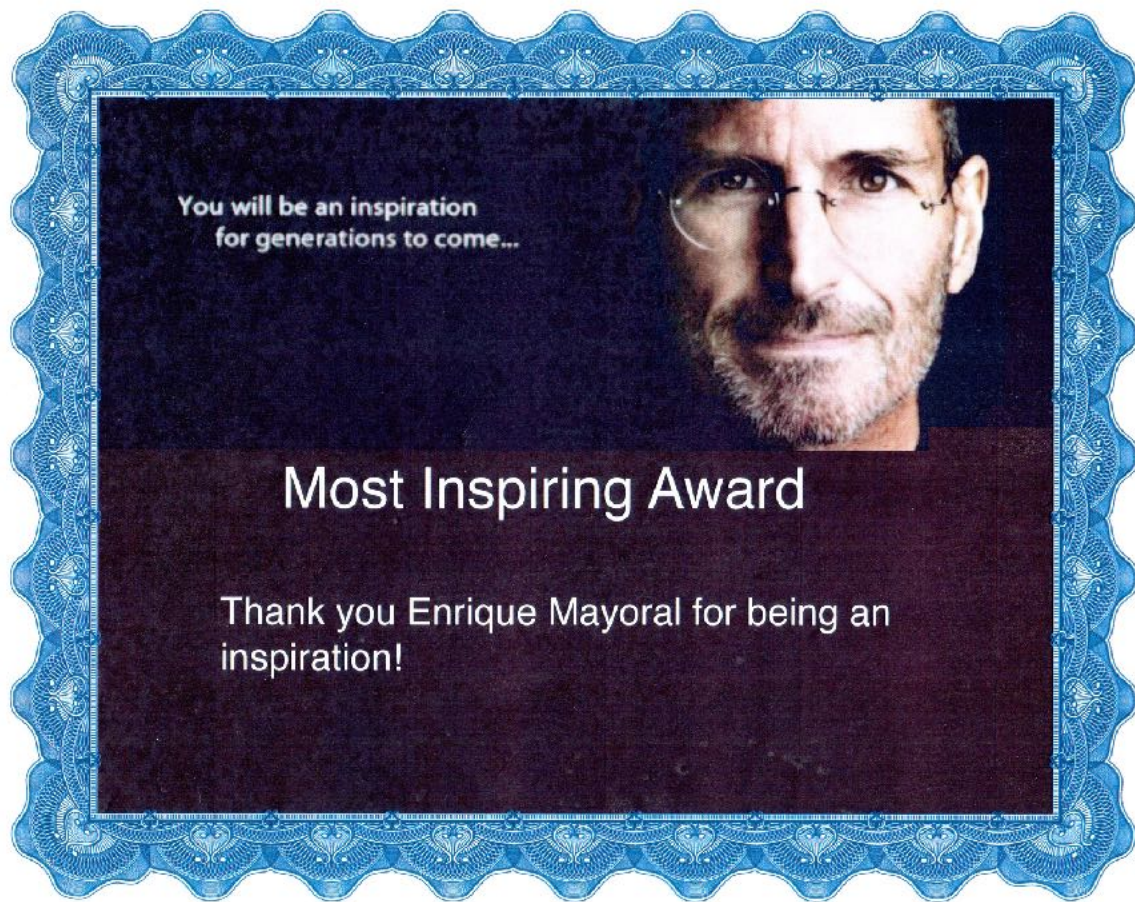
www.arrival.com

Contact References

Craig Cisneros (Third Party Contract with Aera)	(661) 431-3552
Chris Harrison (Expert At Apple Inc)	(661) 444-3582
Glenn Porter (Broker RE/MAX Golden Empire)	(661) 205-7355
Peter DeArmond (Professor SBBC).	(661) 331-3382
Roger Triantafilo (Oracle DBA At Aera).	(661) 735-4545
Sue Vaughn (Director of Enrollment Services B.C.)	(661) 395-4304
Laura Kuster (Location Manager, Telepacific)	(661) 636-1442
Cindy Robins (Telepacific Communications Consultant)	(661) 636-1422
1SG Hawthorn (62nd Army Band Fort Bliss Tx)	(915) 568-2263

Awards







Certificate of Appreciation
TO
SPECIALIST ENRIQUE MAYORAL

FOR

OUTSTANDING SUPPORT OF THE UNITED STATES ARMY SERGEANTS MAJOR ACADEMY ON 13 AUGUST 1998 DURING THE OPENING CEREMONY FOR CLASS 49 OF THE SERGEANTS MAJOR COURSE. AS USUAL, THE MUSIC OF THE 62ND ARMY BAND WAS ENJOYED BY ALL AND MADE THE CEREMONY A LITTLE MORE SPECIAL FOR THE STUDENTS AND FAMILY MEMBERS PRESENT. YOUR EXEMPLARY PERFORMANCE REFLECTS GREAT CREDIT ON YOU, THE 62ND ARMY BAND, AND FORT BLISS.

Given at Fort Bliss, Texas this 8TH day of SEPTEMBER 1998

Phil Kinney, Jr.
Command Sergeant Major

Thomas L. Brown
Commandant



Headquarters
III CORPS & FORT HOOD
GARRISON COMMAND



CERTIFICATE OF ACHIEVEMENT

IS PRESENTED TO

SPC Enrique Mayoral

Thank you for your enthusiastic participation during the Delayed Entry Program (DEP) visit to Fort Hood, Texas on 14 March 1998. During their visit, you had the opportunity to discuss pertinent issues affecting our soldiers and communities. Your active participation was paramount in addressing challenges and welcoming these new soldiers to the ranks of the Army. Thanks again for making this a memorable experience.

20 April 1998

A handwritten signature in dark ink, appearing to read "Tony J. Buckles".

Tony J. Buckles
COL, AR
Garrison Commander



The University of Texas at El Paso
Reserve Officer's Training Corps



Certificate of Appreciation

is presented to

SPC Enrique Mayoral
62nd Army Band

For your outstanding support of the Thunder Warrior Battalion
23 April 1999

Jeanne M. Lang
JEANNE M. LANG
LTC, AV
Commanding



R. P. Alequin
RAUL ALEQUIN
MSG, USA
Commandant of Cadets



SCHOOL OF MUSIC

Naval Amphibious Base Little Creek

Norfolk, Virginia

CERTIFICATE OF TRAINING

The Commanding Officer, School of Music
takes pleasure in awarding this certificate

to

PRIVATE FIRST CLASS ENRIQUE MAYORAL, UNITED STATES ARMY

for completion of the

BASIC COURSE OF INSTRUCTION

this 4th day of May 19 95



R. M. Lambone
R. M. LAMBONE
Lieutenant Commander, U.S. Navy
Commanding Officer



Corpus Christi Army Depot

"OUR PRODUCTS REFLECT OUR PRIDE"

Certificate of Appreciation

is awarded to

SPC Enrique Mayoral
4th Infantry Division Band



for participating in the August 13 'La Armada,' 4th Infantry Division Band concert at Cole Park, Corpus Christi, Texas. By volunteering your services you demonstrated the importance that the Army plays, not just in protecting this great land, but also toward promoting worthwhile community relations programs. Your actions reflect the utmost credit on the 4th Infantry Division and the United States Army.

John R. Benner
Colonel, Aviation
Commanding



DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY ACHIEVEMENT MEDAL

TO
SPECIALIST ENRIQUE MAYORAL
62ND ARMY BAND

FOR MERITORIOUS ACHIEVEMENT AS A MEMBER OF A 35 PIECE ARMY BAND THAT PERFORMED 70 COMMITMENTS IN 12 DAYS. YOUR PREPARATION AND EXECUTION DURING THIS HEAVY COMMITMENT PERIOD WAS CRUCIAL IN ENSURING MISSION SUCCESS. YOUR OUTSTANDING PERFORMANCES REFLECT GREAT CREDIT UPON YOURSELF, THE 62D ARMY BAND, FORT BLISS, AND THE UNITED STATES ARMY.

FROM 11 JUN 98 TO 22 JUN 98

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 19TH DAY OF AUGUST 19 98

PO# 253-24

19 AUGUST 1998
62nd Army Band
Fort Bliss, TX 79916




SECRETARY OF THE ARMY
WALLACE B. HOBSON, JR.
COL, AD
Commanding



DEPARTMENT OF THE ARMY

THIS IS TO CERTIFY THAT THE SECRETARY OF THE ARMY HAS AWARDED

THE ARMY ACHIEVEMENT MEDAL

TO
FOR

SPECIALIST ENRIQUE MAYORAL
4TH INFANTRY DIVISION BAND

EXCEPTIONALLY MERITORIOUS ACHIEVEMENT WHILE SERVING AS A MEMBER OF
THE 4TH INFANTRY DIVISION BAND (MECHANIZED). YOUR UNTIRING EFFORTS,
DEVOTION TO DUTY AND DEDICATED LOYALTY REFLECT DISTINCT CREDIT UPON
THE 4TH INFANTRY DIVISION, III CORPS AND THE UNITED STATES ARMY.

FROM 1 JUNE 1997 TO 30 JUNE 1997

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON
THIS 10TH DAY OF SEPTEMBER 1997

Permanent Orders # 40-04

Headquarters, 4th Infantry
Division Support Command
Ft Hood, TX 76544




SECRETARY OF THE ARMY
JOHN J. ERB, III
COL, QM
Commanding

DA FORM 6387-10 AUG 91



CERTIFICATE OF PROMOTION

TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:

Know Ye, that reposing special trust and confidence in the fidelity and abilities of

ENRIQUE MAYORAL

I do promote him to

Specialist

in the

UNITED STATES ARMY

to rank as such from the fourth day of May

nineteen hundred and ninety-five.

You are charged to discharge carefully and diligently the duties of the grade to which promoted and to uphold the traditions and standards of the Army.

Effective with this promotion you are charged to execute diligently your special skills with a high degree of technical proficiency and to maintain standards of performance, moral courage and dedication to the Army which will serve as outstanding examples to your fellow soldiers. You are charged to observe and follow the orders and directions given by superiors acting according to the law, articles and rules governing the discipline of the Army. Your unfailing trust in superiors and loyalty to your peers will significantly contribute to the readiness and honor of the United States Army.



Robert A. McCormick

ROBERT A. McCORMICK
LTC, AG
Commandant

Honorable Discharge



from the Armed Forces of the United States of America

This is to certify that

ENRIQUE MAYORAL 569-43-3692 SPECIALIST REGULAR ARMY

was Honorably Discharged from the

United States Army

on the 25TH *day of* JANUARY 1998 *This certificate is awarded*
as a testimonial of Honest and Faithful Service

Fred J. Catchings

FRED J. CATCHINGS
CW2, USA

Volunteer history

EL PASO KIDNEY CENTER — EAST RENAL CARE GROUP

February 23, 2000

To Whom It May Concern:

Mr. Enrique Mayoral has been a volunteer at El Paso Kidney Center-East, 10737 Gateway West, Suite 100. He has been volunteering at the clinic for two months.

Mr. Mayoral, has been a great help to the clinic. He has worked very hard with us and has learn a great deal. Mr. Mayoral work in the clinic area, medical records, and has done general office procedures. He is a punctual individual, enthusiastic to learn and work hard.

I do not have any doubt in recommending Mr. Enrique Mayoral.

If you have any questions, please contact me at (915) 590-8334.

Cordially,



Hector Alba, R.N.
Clinical Manager