EDWARD CASTRO

Community-Centered Administrative & Customer Service Professional | Data Management | 55-a Eligible

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SUMMARY

Human Services professional with hands-on community work experience supporting the NYU Nest Support Project's autism inclusion initiative across 91 NYC schools. Combines direct constituent-facing communication, accurate recordkeeping across Airtable and Google Sheets, and case coordination skills with lived IEP experience and family outreach expertise. Featured in a United Nations documentary on neurodiversity and workplace inclusion. NYC 55-a Eligible.

RELEVANT SKILLS

- Customer & Constituent Service: Phone- and in-person communication, inquiry resolution, referrals to appropriate services/departments
- Data Management & Recordkeeping: Airtable, Google Sheets, Microsoft Excel for database updates, attendance/records auditing, accuracy review
- Case Coordination & Community Work: Stakeholder outreach, intake processing, resource referrals, event logistics
- Administrative Support: Onboarding/intake forms, troubleshooting process bottlenecks, Microsoft Office & Google Workspace

EXPERIENCE

Operations Administrative Assistant / Intern | *NYU Nest Support Project, New York* April 2023 – Present

- Manage complex student data across 91 NYC schools using Airtable and Google Sheets, auditing attendance records for accuracy on behalf of program administrators
- Reorganized intake forms and troubleshot administrative bottlenecks to streamline onboarding for new program participants
- Selected to feature in a United Nations-screened documentary on neurodiversity, advocating for inclusive education and workplace practices on a global stage
- Supported boxing and packaging operations for program events

Summer Youth Employment Program Intern | *P.C. Richard & Son, New York* June 2025 – August 2025

- Addressed customer inquiries regarding rescheduled pickups and parts availability, facilitating communication between the warehouse and showroom
- Supported showroom operations by organizing stock and supplies to assist the sales team
- Coordinated warehouse and showroom equipment/inventory moves, responding to real-time instructions on placement and priority handling

Intern | *Salvation Army, New York* January 2025 – June 2025

- Supported food pantry operations, organizing materials and assisting with distribution to community members
- Assisted the Accounting Department with data entry and maintaining property management records
- Managed inventory organization for the distribution center to support community outreach efforts

Connect Center Assistant | *Guttman Community College, New York* September 2022 – May 2023

- Served as a resource for students, assessing needs and referring them to campus services such as financial aid and counseling
- Coordinated setup and breakdown for campus events, executing instructions precisely to ensure safe, timely equipment and furniture placement

EDUCATION

Bachelor of Human Services, John Jay College, New York (GPA 3.45, Dean's List) August 2023 – May 2025

Focus on advocacy, diversity, and inclusion; coursework centered on support services for individuals with disabilities.

Associate in Human Services, Guttman Community College, New York August 2021 – May 2023

Concentration in human development and social services, with emphasis on supporting neurodiverse populations.

ADDITIONAL

- Featured Panelist, NYC Department of Education Disability & Employment discussion; profiled in the NYC DOE TSCAC Citywide Newsletter
- Featured on the Autism Speaks social media page
- Draws on personal IEP-meeting experience to strengthen school–family collaboration insight