

El Barrio Success



Cherri was laid-off last year when her former employer was bought out by a larger company. She searched for employment for a year before she was referred to El Barrio by WSEM. “I figured I was doing something wrong on interviews or [regarding] my resume,” she recalled.

Like all El Barrio students, Cherri began the two week Job Readiness class. She had a strong work background in Customer Service and was interested in

joining the Customer Service Program offered by El Barrio. Cherri was accepted to the program and immediately felt at home. “[My Career Consultant] looked over my resume and helped me to express my skills in a way that I did not know how to do before,” she said. She enjoyed the visits to different job sites and hearing from guest speakers in class. “I learned that there are more Customer Service opportunities than just working in a call center.”

Her Career Consultant at El Barrio provided Cherri with a referral to Dress for Success for interview and work clothing. She received two blouses and three suits. Cherri was impressed by the seminars offered by Dress for Success and described one of them saying, “A woman showed us how to take a small amount of clothing and make a month’s worth of outfits out of it.”

In March, Cherri received and accepted an offer of employment from The Marriott Global Reservations and Customer Care Center. She came back to El Barrio to express her gratitude towards the staff and to encourage the other students in the Customer Service Program to continue their efforts.

“I don’t think that I’ve ever been happier in a job,” Cherri said with visible relief on her face. “You have no idea how good it feels [to be working].” Currently, Cherri is working on creating an office in her room because she will be able to work for The Marriott from home after she completes four months on the job.