

# *Elizabeth Peña*

Small Business Development Center - Director  
Sul Ross State University – Rio Grande College  
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## EDUCATION

M.B.A., General Business, Sul Ross State University, May 2003

B.B.A., General Business, Sul Ross State University, December 1997

A.A., Southwest Texas Junior College, August 1997

## PROFESSIONAL EXPERIENCE

Director, Sul Ross State University-RGC-SBDC, 01/12-Present

Responsible for overall management of the Small Business Development Center, which includes planning, implementation, and administration. The director will oversee a program which provides business counseling and training to small businesses in the region. The director will manage the program in accordance with Grantee requirements. Administrative responsibilities include hiring and managing staff, managing financial resources, evaluating and monitoring programmatic units, marketing the program, developing additional resources, developing consultation delivery systems, and advocating the cause of small businesses. Department heads are responsible for content and maintenance of their department webpages. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

Adjunct Professor, Sul Ross State University-RGC, 08/13-Present

Helped develop the new BAS program with a concentration in Organizational Leadership. Developed ORGL 3300 coursework and ORGL 4304. Began teaching in Fall 2013.

Business Development Specialist, Sul Ross State University-RGC, 01/01-01/12

Counsel individuals who want to start a small business in the areas of pre-venture, licenses and permits, business start-up, loan assistance/business plans, advertising, human resource management, record keeping. Counseling for existing businesses include accounting/record keeping, expansion, restructuring debt, labor planning, cost management, acquisitions, tax planning, marketing sales, exports/imports, credit repair, inventory control, financial analysis, government procurement, business liquidation/sales and other related topics. Conduct training seminars for small business owners in the above topics throughout the year. Train new employees and allow them to shadow my counseling sessions as part of their training. Familiar with the budget, reports, operations of the department and management of the program. Has been through 10 SBA site reviews and one ASBDC Accreditation. Was given the responsibility to coordinate and manage the SBDC program and the employees while the director was on sick leave for 3

months. The previous director would run ideas, information and problems through me for input and recommendations.

Assistant Director of Financial Assistance, Sul Ross State University-RGC, 8/98-5/00  
Account manager and head of financial aid department at RGC. Responsible for the preparation and implementation of all financial aid at the three RGC sites. Reviewed applications, processed awards, advised students on financial aid management, ensured student's compliance with SAP, developed forms and brochures, maintained student records in compliance with federal regulations, administered scholarship and PASE tuition waiver, coordinated consortium agreements with SWTJC, conducted student loan entrance and exit interviews. Performed electronic applications processing and SAR correcting using RISC 6000 program, calculated refund payments and administered short-term loan program.

Teller, Security Service Federal Credit Union, Uvalde Branch, 8/94-8/95  
Handled large amounts of cash and answered members' financial inquiries. Achieved highest transactions with perfect balancing nine out of twelve months.

Clinic Registrar, Huntsville Memorial Hospital Medical Clinic, 8/92-7/94

New Accounts Representative/Loan Secretary, Zavala County Bank, 10/88-7/92

Paraprofessional, Crystal City I.S.D, 1/86-9/88

**Strengths:** Communication: Communicate well when speaking and writing; able to act as liaison between different personality types. Able to read, speak, and write fluently in both English and Spanish.

Responsibility: Accustomed to being in positions of responsibility; self-motivated and willing to set goals and work to achieve them.

Organization: Use time and resources effectively; consider efficiency, planning and accountability very important.

#### TRAINING AND CERFICATION

UTSA-IED Certified Business Advisor IV, certified by RMA in Cash Flow and Financial Statement Analysis, Small Business Development certifications in Contracting with the U.S. Government, Money Management for Small Businesses, Credit Repair, QuickBooks Pro, Business Plans/Loan Proposals, Recordkeeping and other related topics (See attached list). Through HOLT Development Company: Ethics Awareness, Influencing Workshop, Principles of Persuasion, SLII for Supervisors, VBL: Conflict Resolution, Winning Together with DiSC, Values Based Leadership.

PROFESSIONAL ASSOCIATIONS

HONORS, AWARDS, AND LISTINGS

PUBLICATIONS

RESEARCH AND PROFESSIONAL PRESENTATIONS

CONSULTING AND OTHER INVITED PROFESSIONAL PRESENTATIONS

GRANTS RECEIVED

OTHER AFFILIATIONS AND INVOLVEMENT