

ADULT LEARNER SUCCESS STORY

Marlene Hernandez | Virginia



Adult education removed Marlene's language barrier, so that she could fully access the benefits of her education she received back in her country. Marlene is a mother of four children from the Dominican Republic who relocated to the United States in 2017 after deciding that it would be best for her children to grow up in a country where there were greater opportunities for success. Although Marlene has a Master of Business Administration (MBA) from her country, specifically in Senior Management, her limited English ability was a barrier for her to secure gainful employment.

Although Marlene says that she still has a ways to go, she credits the Hampton Adult Education (HAE) program for improving her pronunciation skills and helping her communicate effectively speaking in real-life situations in the community. She also learned how to collaborate in teams within the classroom setting which helped her gain critical teamwork skills for the professional workplace.

Today, Marlene has gained employment in debt collections as a dispute department specialist and conducts account investigations to resolve conflicts, explore fraud allegations, and provide overall customer service in English as well as Spanish.

Marlene is hoping to make further advancements in her career and hopes to continue to make gains in improving her English. She is grateful for how adult education made her aware of additional resources that will give her access to the opportunities she sought for her children when she first came to the United States. ■

Inspiring educators so adults succeed and communities thrive