



*The Chancery
Roman Catholic Diocese of Buffalo
795 Main Street, Buffalo, NY 14203-1250*

This is to certify that

Miguel Santos

Whose Photograph is here unto affixed, was
Ordained to the Sacred Order of Deacon, as a
Permanent ministry on June 15, 2013

**This man is an Ordained Clergyman
of the Roman Catholic Church**

Most Rev. Richard J. Malone
Bishop of Buffalo

+ Richard J. Malone

June 15, 2013
Date

MIGUEL SANTOS

73 SOUTHPOINT DRIVE • LANCASTER, NEW YORK 14086-3333
PHONE (716) 831.7312
EMAIL: Miguel.Santos@nationalgrid.com

Correctional Facilities involvement:

Catholic Chaplain – Erie County Holding Center – Downtown Buffalo 1917 – Present
Wende Correctional Community Advisory Board Approx. 1916 – Present
Kairos Prison Ministries: Various Institutions in WNY for 29 years
REC Catholic Ministries – First Spanish Retreat in USA years ago in Wende
2019 Sherriff's Chaplain Citizen Academy Graduate

Profile

- Master's Degree in International Business, GPA 3.6
- Multi-task oriented
- Enjoy working with people
- Strong initiative; Team oriented
- Ability to work independently
- Diversity Trainer
- English, Spanish, Braille
- Visited Spain & Latin America numerous times for business, pleasure, & education

Experience

National Grid

National Grid is an international, U.K. based company that builds, owns and manages electricity and gas networks.

Consumer Advocate, 1992 -Present

Advocate for National Grid customers, facilitating access to services and community assistance. Respond to/and assist a variety of customers including Spanish speaking customers. Provide energy workshops in Spanish & English. Make decisions regarding billing and customer service complaints. Administer National Grid's relationships with community agencies. Offer training to employees in the areas of excellent customer services and customer diversity. Represent National Grid in Disaster Preparedness.

National Fuel Gas Distribution Corporation

Supervisor, 1984 -1992

Front line supervisor for local business office with 39 employees on three shifts. Assisted employees in handling more difficult customer complaints in both the walk-in and phone centers. Made decisions regarding billing issues and approved adjustments and allowances. Ran office independently -only office open after hours. Monitored the growth of Hispanic population within the service territory and responded to issues related to this population. Provided outreach presentations in English and Spanish. Ability to deal tactfully with employees and the public.

Cornell University Extension

Adjunct Professor, 2002 -2003

Work on a variety of projects as it relates to diversity issues within both the private and public sectors, including the auto industry and the Buffalo Board of Education.

Diocese of Buffalo

Ordained Minister/ Deacon 2014
Holy Cross Roman Catholic Parish
Office of Cultural Diversity for the Diocese of Buffalo
Catholic Chaplain at the Erie County Holding Center
Assistant Catholic Chaplain at the Immigrant Detention Center in Batavia, N.Y.

Current Organization Affiliation

- American Red Cross Disaster Volunteer
- FBI Citizens Academy Foundation
- Diocese of Buffalo Office of Cultural Diversity / Hispanic and African Commissions
- Member of the Elder Abuse Committee of the Erie County Multi-Disciplinary Coordinating Council
- Diocese of Buffalo Catholic Charities Board
- Upstate New York Transplant Board
- Buffalo & Erie County Public Library Advisory Board
- Wende Correctional Community Advisory Board
- Niagara Frontier Transportation Community Advisory Board
- St. Vincent De Paul Board

Education

D'YOUVILLE COLLEGE

Masters in International Business, 2001

Bachelor of Science in Business Management, 1984

CORNELL UNIVERSITY EXTENSION

The New York State School of Industrial and Labor Relations, 1997

Certificate in Human Resource Professional Studies - Society for Human Resource Management

INSTITUTO DE CULTURA PUERTORRIQUEÑA

Summer Institute, Masters Level - Puerto Rican History and Culture, 1993

Awards

- Hispanic Heritage Month Advocacy Award, September 2003
- YWCA of Syracuse and Onondaga County - Academy of Diversity Achievement, April 2001
- National Committee to Preserve Social Security and Medicare, 2001
- Elder Abuse Prevention Award May, 2001
- D'Youville College Recognition Award, 2001
- Hispanic Health Fair Recognition Award, July 2001
- WNY Hispanic & Friends Civic Association Award, January 2000
- National Jefferson Award – Washington DC, 2014
- National Grid Chairman Award, 2015
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Training

- Leadership Buffalo Graduate -2000
- FBI Citizens Academy Graduate -2001
- Border Patrol Citizen Academy Graduate – 2015

Languages

Bilingual English / Spanish

Braille

References

Furnished upon request