

A process-driven non-profit leader focusing on program operations and development, change management, metric-based analysis and evaluation, community engagement and outreach, staff development, and all aspects of strategic planning and strategy. On a mission to create opportunities for growth and positive impact.

Recent Experience

HUNGER FREE COLORADO, Food Pantry Network Manager

2016-present  
Denver, CO

Leads the growth and collaboration of the statewide Colorado Food Pantry Network, along with representing HFC in community settings, creating and managing program initiatives and program data. Responsible for ongoing expansion of the Network, increasing the value of benefits to members, and identifying initiatives related to larger organizational policy goals.

- :: Increased statewide enrollment by 46% in six months, developing a high-functioning and collaborative network of pantries working together to convey needs to policy makers, legislators and community leaders.
- :: Source and supervise projects for the Food Pantry Network including developing nutrition guidelines, a food valuation method, and client surveys that guide program design, implementation, and evaluation.
- :: Led Advisory Committee to create, publish, and distribute Best Practice Guide and Assessment for food distribution and pantry operations among members.
- :: Cultivated strategic relationships with partners including MetroCaring, FBR and community partners and policy groups across the state
- :: Planned and executed statewide events, including a Day at the Capitol (65% membership participation rate) where Network members met with state senators and legislators to discuss hunger in their communities.

ANCHOR CENTER, Director of Operations / Transition Management

Contract 2015  
Denver, CO

Provided leadership and assisted this \$2.1M non-profit center for blind children through the largest internal and strategic change in its history: Installing a new executive director, blueprinting and planning for the implementation of a foundational student information system, development and training on new standard operating procedures after extensive analysis and iterative staff input, and updating critical legal and compliance initiatives. Tasked with direction and strategy, human performance, internal and external relationship management, and small and large team meetings and projects to prepare for a handoff to a new staff and executive team.

Education

BA ENGLISH, BA PSYCHOLOGY  
MASTERS OF BUSINESS ADMINISTRATION, 4.0 GPA  
:: Concentration: Negotiation and Conflict Management

1999-2003, 2010-2012  
Hamline University

ADDITIONAL SKILLS

PROGRAMS  
operations  
eval. & compliance  
organizational  
metrics  
vision building  
community outreach  
program  
development  
social advocacy  
public relations  
payroll  
finance & budgets  
database design  
contract  
management

MANAGEMENT  
transition mgmt.  
facilitative  
leadership  
coaching &  
mentoring  
board management  
team building  
team management  
staff recognition  
meetings

PARTNERSHIPS  
resource building  
networking  
engagement  
case working  
volunteer mgmt.

COMMUNICATION  
online strategy  
database design  
web development  
social media  
best practice guides

## Programs Experience

JABBOK FAMILY SERVICES, Director of Programming 2007-2015  
Minneapolis, MN

Responsible for the management, growth, and strategic direction of a comprehensive social services organization serving over 100 at-risk urban families. Collaboration with state and federal organizations to design, build, and implement high-impact, sustainable, short and long term programmatic solutions for low-income children and families to address issues of malnourishment and nutrition, early childhood education, housing, unemployment, and community engagement.

- :: Proven Leadership Ability: Tripled volunteer programs, doubled staff retention rates, and nurtured and developed a confident and cohesive staff despite a 19% decrease in staff budget over 3 years, resulting in 50% fewer staff hours; Led monthly staff meetings and introduced collective team objectives, managed all orientation and training of teams and volunteers, introduced bi-annual performance plans and goals for every volunteer and staff member
- :: Analytical Problem Solver: Increased direct services hours by 1500/yr. and decreased cost per hour of service by \$1.50 to lay the financial framework for a move to a larger and more modern facility; Established cost analysis, operational benchmarks, key timelines, and managed external/internal resources required to deliver to the strategic plan while completing the move
- :: Thought Leader on Hunger and Nutrition: Doubled the daily nutrition content of student meals via partnerships with community bakeries and rural farming co-operatives; Expanded engagement with state and federal programs, setting standards for department accountability and program excellence based on key metrics and easily-identifiable criteria for success
- :: Entrepreneurial Spirit: Identified and executed project to enroll programs in state-wide quality rating systems; Introduced visionary approach to program improvement through the use of research-based curriculum and assessment tools; Implemented a scalable program to offer family education classes for parents and grandparents; Initiated the first organization-wide 360 performance evaluation procedure
- :: Embraces Diversity: Responsible for partnership with and management of volunteering seniors program; Developed successful training module and presentation series to bring awareness of cultural sensitivities to a broadly multi-ethnic immigrant community; Deep understanding of issues faced by urban and rural low-income children and families

FREELANCE HEALTHCARE CONSULTANT, Grant Writer 2012-2013  
Minneapolis, MN

Managed Requests for Proposals and applications to win funding for a large regional healthcare organization

YWCA OF MINNEAPOLIS, Membership Manager 2005-2011  
Minneapolis, MN

Managed training and education for membership staff, customer services initiatives, and nutrition analyses

SOUTHSIDE FAMILY NURTURING CENTER, Case Worker 2003-2007  
Minneapolis, MN

Served as a lead teacher and home visitor in a child and family service program in inner-city communities

- :: Project Initiatives: Implemented therapeutic curriculum for young children with mental health issues
- :: Compliance: Performed county-required assessments on all areas of child development
- :: Leadership: Selected to represent 40 staff on executive search committee
- :: Supervisory Experience: Supervisor of city-wide 4-person home visit team

KIESTER FEED AND GRAIN, Flex Staff 1995-1999  
Kiester, MN

Operations analytics, reporting and contracts for a privately-owned agricultural business