

MIS Director/Homeless Management Information Systems Database Administrator MIS
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Director/Homeless Management Information Systems Database Administrator - Community Alliance
for the Homeless, Inc Memphis, TN A highly motivated and skilled professional, seeking career
advancement within a dynamic, high growth organization that welcomes fresh ideas, initiative,
dedication, and experience; demanding excellence in consistently meeting business objectives and
exceeding expectations. PROFICIENCIES Database Administration Database Security
Assessment Building Regulatory Adherence to Policy & Procedures Team & Project Leadership
Contingency Planning Budgeting Contract Negotiations Staff Management Data Quality &
Integrity Work Experience MIS Director/Homeless Management Information Systems Database
Administrator Community Alliance for the Homeless, Inc March 2010 to Present formerly Partners
for the Homeless) Mar 2010 - Current Network Administrator CVM - Memphis, TN August 1999 to
February 2010 Major Functions: Spearheaded community-wide goals and the implementation of
ending homelessness across Memphis and Shelby County in partnership with both city and county
Mayors while facilitating a city-wide reporting tool in compliance with HUD and outcome funding
measures. Manage the data collection and analysis reporting for over 130 homeless-specific
housing, services, shelter and support assistance organizations and projects federal funded in
excess of \$12.7mil to provide the required information needed to assist in solving the community's
homeless inflow and outflow. Created policies and procedures statewide, produce memoranda of
agreement partnering organization and end user for the system. Negotiated contracts with
software/hardware vendors, managed provider relations, system administration, and technical
support. Train, certify, and oversee technical support and help desk system for 225 end users,
directors, and project management staff for 75 projects. Hire and manage staff to support the
mission of ending homelessness. Complete budget and contract compliance (telecommunications,
management information system, help compliance site, website). Ensure city-wide data quality
integration, reporting (federal, state, & local), and evaluation of current and new modules within
HMIS. Managed Community Voice Mail for the Homeless (CVMH) system and increased

participation in the overall mission to connect people experiencing homelessness too much need support networks and family by adding 150 users, and 25 software modules needed to grow metrics and funding. Provide nationwide HMIS guidance to outside Continuum of Care entities, participating in national conferences, regional and local calls, and reporting maintenance for aggregate data for initiatives within the United States Interagency Council on Homelessness. Apply for yearly funding opportunities, writing grants necessary for continued operations. 1 (901) 634-1744 Tanyce@bellsouth.net 6770 Seven Valley Dr. Memphis, Tennessee, 38141 MIS Site Manager Bally's Saloon & Gambling Hall - Robinsonville, MS May 1995 to July 1999 Major Functions: Monitored all operations of Information Systems, Planning, Purchasing, troubleshooting, Y2K Project Team Leader, and setups of new installations. Supervised 12 Computer Operators, scheduling, tracking attendance, and training of hardware and software. Oversaw system maintenance, including monitoring system status of hardware on property. Tracked and prepared a periodic inventory of all hardware and software. Prepared marketing extract as approved by the MIS Manager. Loaded and monitored all PTF's and Versions on the computer system. Trained and aided users on computer system. Maintained job logs and problem logs. Prepared and maintained documentation and ensured distributions of information as required for upgrades. Ensured timely distribution of reports. Performed preventive maintenance and inventory functions. Education Certification Memphis School for the Deaf Computer Science in Business Southeast College of Technology Skills Oracle Db, Sql Db

Name: Amanda Campbell

Email: heather13@example.net

Phone: +1-634-843-2903x757