**Kate Staples (503) 869-2276 (cell)**

**3017 SW 4th Ave. Portland, OR 97201**

**katestaples@comcast.net**

# SUMMARY: Business Analyst and administrative professional with 15 years experience in non-profit and public administration. Experienced in business analysis, project management, computer systems development and support, database design, supervision, human resources, budget and accounting procedures, clinic management, client records management, and Customer Relationship Management.

# 

# EMPLOYMENT HISTORY

March 2003 – 2007

**Portland Development Commission*, Business Information Analyst***

***2007-Present***

**Portland Development Commission*, Business Information Analyst II***

* Continuing support and development of program management, performance metrics, and customer relationship management Department liaison to including participation in Enterprise Resource Planning, Enterprise Architecture, Information Foundation Management and other critical enterprise information projects

**Major Accomplishments:**

* Project Manager of major Customer Relationship Management System upgrade
* Analysis of business processes and requirements for the Urban Development Department
* Development of data management and reporting systems to support Economic Development’s performance requirements
* Documentation and training for CRM solution
* Responsible for development of tracking system for Portland Ambassador Program, including reconstruction of data, identification of program needs, and implementation of solutions including accounts payable, member tracking, and contact management
* Development of Regional Partners database including functionality for meeting management, including agenda tracking and minute management.

October 1998 – March 2003

**Portland Development Commission, *Administrative Coordinator***

* Provided executive support to Director of Development and supervision of eight administrative staff
* Coordinated daily activities of the Development Department (35 employees)
* Development Dept. liaison on various PDC-wide committees and inter-departmental communications
* Communicated with public and private individuals on behalf of the Director
* Analyzed business and management needs, designed, developed, and implemented technical solutions

**Major Accomplishments:**

* Worked with administrative and project staff to develop a healthy and effective administrative team. Developed and implemented database to track development projects including all relevant project details, status, and tasks

January 1998 – October 1998

**Ceres Behavioral HealthCare**, ***Clinical Support Supervisor***

1. Supervised customer support department, managing both providers and client relations
2. Served on client appeals committee
3. Managed Unicare client scheduling software, including linking to Access to develop client demographic and management information reporting
4. Trained both customer support agents and client intake staff in client scheduling and software use

**Major Accomplishments:**

* Managed technical operations of a new customer support department through a challenging software implementation
* Instrumental in the success of a new work-group that combined staff from three competitive companies

January 1994 - December 1998

**CAPE Employee Assistance Program, *Office Administrator***

1. Supervised client intake and administrative staff
2. Developed written office procedures
3. Supported and developed client scheduling and demographic software and data
4. Designed and produced proposals and utilization reports

Resume – Kate Staples

Page two

1. Maintained communication with client companies, including first point of contact for critical incident debriefings, training, problem-solving, and contract issues

* Accounts Payable/Accounts Receivable, budget analysis

**Major Accomplishments:**

* Maintained computer network, hardware, and software with minimum support from external resources
* Provided leadership for client services team, including intake, records management, and crisis services

February 1989 - August 1993

**Marion-Polk Legal Aid Service, Inc., *Administrator***

* Supervised support staff and volunteers
* Managed client databases and integrated software
* Developed and implemented written office procedures
* Prepared graphical materials including letterhead, brochures, and information for clients
* Prepared federal funding applications
* Maintained contract compliance records and client demographics
* Responsible for Board communications, minutes, and records
* Network administration (Lantastic network)
* Provided training on computer software and hardware
* Managed HR issues including benefits, recruitment, and personnel records
* Managed accounts payable/accounts receivable, general ledger, budget development, fiscal records

**Major Accomplishments:**

* Managed all phases of purchase and installation of computer network including hardware and custom software to report client demographics for grant applications, client scheduling, and business management
* At the request of the Board of Directors, analyzed existing systems and personnel issues and recommended policy and procedure changes during transitional administration
* Managed relocation of office to new location including site identification, tenant improvements, scheduling, and equipment installation

# EDUCATION

*Marylhurst College*, Organizational Communications/Technology

*UC Santa Cruz*, Philosophy Major

*College of San Mateo*, Liberal Arts/Sociology - AA Degree

# SEMINARS & TRAINING

*Oregon State Project Management (2009) – Oregon Project Management Associate Certification*

*Microsoft Project Management (2006)*

*Business Analysis – 2007*

*SQL*  (2003)

*Access Database Training, Beginning and Advanced Courses,* (1998-2001)

*Unicare Software, Access, ODBC Drivers* (Unicare – 1998)

*PC Repair & Troubleshooting* (Skillpath – 1996)

*Team Building for Managers* (Portland State University Seminar, 1992)

*Fiscal Management for Legal Services*, (Legal Services Training, San Francisco, 1992)

*Computer Systems Management* (Legal Services Computer System Admin., New Orleans, 1990)

*Computer Hardware* (Chemeketa Community College, Business Course, 1990)

# TECHNICAL SKILLS

*Application Software: ACT!,* Enable (integrated software), DataEase, Unicare, MS Office Suite, Adobe, Outlook, Internet Explorer, Lotus, GBSII (Acctg.)

*Desktop Applications Integration:*

*Database Design & Development*

*Maintenance Tools:* PC Tools, Anti-Virus software (Norton, Dr. Solomon, McAffee)

*Operating Systems & Network Administration:* DOS, Windows 3.1 Windows 95, Novell, Lantastic