**Suzanne McDonald**

**Portland, Oregon**

**503-285-1242**

[mcdonald.suzanne@comcast.net](mailto:mcdonald.suzanne@comcast.net)

**Qualifications Summary**

Administrative coordinator with twelve years of experience supporting all levels of management and staff, and implementing solutions that increase efficiency and accountability of operations. Experience includes coordinating work flow and scheduling, records and data management, performance evaluation and maximizing technology to deliver on time and under budget. Unafraid to take on big projects, competing priorities and challenging deadlines. Organizational skills and enthusiasm for managing the day-to-day details.

* Advanced skill with MS Office Suite, Excel, Access, Word, PowerPoint, Outlook, including VBA, macros, templates, advanced functions, formulas and merges. Specialties are databases, spreadsheets, graphic display of data and high-impact presentations. Experience with website maintenance, social media, Adobe, Quickbooks, Raisers Edge, Helix CRM, Andar/360. Typing 55 wpm.
* Quick to adapt and manage change, technical savvy to easily learn new computer applications.
* Noted for skill with data, attention to detail and accuracy. Known as an artisan of beautiful math, numbers and analysis.
* Strong independent judgment, problem solving and customer service focus.

*"Suzanne consistently produces large quantities of work of extremely high quality. A passion for quality, accuracy and detail that I have rarely seen… An unusual ability to see patterns and details which lead to elegant solutions. She is often my strongest resource for creative solutions to complex problems."* --Vice President's performance review comments

**Work History**

**Oregon Pediatric Society, Lake Oswego, Oregon (Contract), Current**

Developed database to track tasks, manage information related to event planning and participant registration, evaluate outcomes from seminars and report results to stakeholders.

**United Way of the Columbia-Willamette, Portland, Oregon, June 1999 – October 2011**

Grants manager and administrative coordinator of busy grant-making department, repeatedly promoted with increasing responsibilities over twelve year tenure. Roles included:

1) Manager, Grants Administration and Impact Measurement. Reviewed and approved contracts, budgets and financial documents, ensured proper tracking, and provided technical assistance to grants with performance and compliance issues. Directed evaluation design, data collection, analysis and reporting. Produced quarterly and year end reports and graphic displays of data for board, annual report and publications.

2) Administrative/Special Projects Coordinator. Office manager and right-hand to the Vice President and four program officers, providing administrative and technical support for planning, scheduling and reporting to board. Liaison between departments, prioritized and resolved customer issues, coordinated work flow, policies, procedures, databases and record keeping. Supervised administrative staff, volunteers and research interns. Prepared and proofread reports, budgets and confidential documents for Vice President. Developed PowerPoint presentations, forms, spreadsheets and charts.

**Selected Accomplishments:**

* Maintained 100% accountability on all audit requirements for review, approval and filing of contracts, budgets, financials and grantee reports for $6 million in grants supporting over 150 nonprofits annually.
* Increased efficiency of grant cycle by implementing new database, electronic forms and web access to grant application. Solution enabled team to cut in half the time to process over 300 incoming grant applications, produce contracts, letters to applicants and report to board with 100% accuracy.
* Received consistently positive reviews of technical assistance, meeting facilitation and communication with over 250 nonprofit directors and staff.

**Flomatic International, Portland, OR, 1992 – 1999**

Information Systems Coordinator. Member of Quality Leadership Team, provided administrative and computer system support to finance, engineering and quality teams. Developed continuous improvement systems to log customer complaints, perform Pareto analysis and track performance of key processes. Developed application to collect and graphically display data on product quality, producing all graphs of performance data for company’s winning entry for the 1998 Oregon Quality Award.

**Education**

Franklin High School in Portland, OR – Graduate

Training and professional development: Windows, Outlook, Excel Expert (New Horizons Computer Learning)*;* Customer Service, Consultative Sales and The Consultative Process; Volunteer Management; Communication and Conflict Resolution at Work; Generations in the Workplace; The Diversity and Inclusion Paradox with Andrés Tapia; Trends in Private-Nonprofit Partnerships; The 7-Step Problem Solving Method; Theories of Change; Measuring Impact and Return on Investment.

Associations: Association of Executive and Administrative Professionals (AEAP); Oregon Program Evaluators Network (OPEN); Contributor to Grants Managers Network's Project Streamline and Portland State University/Metro’s Greater Portland Pulse; Guest lecturer, What Grant Makers Want, University of Portland, Communications Studies Department.

**Certifications**

National Career Readiness Certificate (NCRC) Gold, 2012.