

## Contact

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(LinkedIn)

## Top Skills

AI Fluency

Facilitation

Leadership Development

## Languages

Khmer

Thai

## Certifications

Masters Program (Master)

# Chiv Heng

Founder & President, Chiv Heng Consulting | Transforming Social-Impact & K12 Operations | Building Capacity  
Providence, Rhode Island, United States

## Summary

20+ years building lean, people-centered systems across nonprofit and K-12 organizations. I'm the bridge between your school/organization's mission and your technical systems - translating complex data integrations into solutions that actually work for teachers and leaders who just want to focus on students.

## THE PROBLEM I SOLVE

- Tech consultants know code, not classrooms.
- Edu consultants know teachers, not tech.
- ➔ I'm fluent in both, designing tools 99% of non-technical staff can use and trust.

## MY APPROACH

- Scaled two charter networks from startup chaos to mature operations
  - Blackstone Valley Prep: 84 kindergarteners → 6 schools / 2,300 students
  - Democracy Prep: 3 schools → 12 schools in 3 states / 5,000+ students
- Hard-won scaling insights: I've seen exactly what breaks (and what works) when enrollment, staff, and systems triple in size.
- Educator-first design: Every build starts with "How will this help teaching and learning?" rather than "What's technically possible?"

## WHY IT MATTERS

First American-born child of Cambodian refugees and first college grad in my family; proof that equitable systems change lives. I'm driven to make those systems work for every student and educator.

## HOW I DO IT

- Rapid system audits & integrations
- Data-automation sprints
- Fractional COO/CTO partnerships

## SIGNATURE SOLUTIONS

- SIS Rescue & Integration: fix broken connections between Student Information Systems & learning platforms
- Education Data Command Center: real-time dashboards from multiple sources.
- Systems Architecture Blueprint: end-to-end ecosystem map with quick-win roadmap.

PHILOSOPHY - Build capacity, not consultant dependency. Start with quick wins, finish with sustainable ownership.

SUPERPOWER - I speak fluent Education and fluent Technology, so your mission-driven team never gets lost in translation.

LET'S CONNECT if your systems should work better together, but every technical solution you've tried either doesn't fit your educational context or requires expertise your team doesn't have.

< # UPDATE> I am not able to take on new client work until the Spring of 2026, but would still love to connect to learn about your challenges and discuss the possibilities for future partnership. <https://tidycal.com/chivheng/introductory-call>

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## Experience

Chiv Heng Consulting  
Founder & President  
March 2025 - Present (11 months)  
Providence, Rhode Island, United States

Blackstone Valley Prep Mayoral Academy  
Senior Director Of Operations  
July 2015 - May 2025 (9 years 11 months)

Led network-wide operations for six intentionally diverse schools serving 2,300 scholars and 350 educators.

- Digital transformation: Converted 90 % of paper-based processes to cloud workflows, slashing administrative time for teachers and staff.
- Enrollment stability: Sustained 99 % Average Daily Enrollment and averaged 6.2 applications per available seat across nine admission cycles.

- Data & automation: Built automated dashboards and streamlined state reporting with Python, SQL, Google Apps Script, and AI tools—delivering faster insights at minimal cost.
- Crisis leadership: Co-orchestrated a full pivot to remote learning within two weeks of COVID-19 closures, ensuring equitable tech access and ongoing tech support for all students and staff.
- Interim campus leadership: Stepped in as Dean of Operations at multiple schools during vacancies while continuing network-level duties, maintaining compliance and daily service quality.
- Capacity-building: Coached school-based operations teams and launched webinar/newsletter comms that kept families and staff informed through rapid change.

#### Democracy Prep Public Schools

4 years 3 months

##### Senior Director of Information Systems

July 2014 - July 2015 (1 year 1 month)

Harlem - New York, NY

As Senior Director of Information Systems, I led teams responsible for operational data systems, data analysis, and accountability reporting. I also spearheaded the acquisition and implementation of organization-wide business systems for Payroll, Human Resources, and Talent Recruiting, which streamlined processes and improved efficiency.

##### Senior Director Of Operations

July 2013 - June 2014 (1 year)

Harlem - New York, NY

In this role, I took on the challenge of building and managing a previously non-existent cross-functional team. This team, which included professionals working in Operations, Facilities, Technology, and Data, provided strategic support to 12 schools across 3 states. With the team's collaborative efforts, we were able to implement successful operational strategies that increased the overall performance and effectiveness of the schools.

##### Director Of Knowledge Management

May 2011 - July 2013 (2 years 3 months)

Harlem - New York, NY

I managed the organization's technology infrastructure and support strategy, which included the successful implementation of student information and teaching and learning platforms, enhancing the organization's digital learning capabilities. A key achievement during my tenure was securing over \$5 million

in federal E-Rate funding, which significantly boosted the organization's technological capacity and resources.

### The Providence Plan

4 years 2 months

#### Director of Technology

February 2007 - February 2010 (3 years 1 month)

As the Director of Technology for The Providence Plan, I was responsible for technology support, design, and budget planning across four program offices. I spearheaded business analysis and database design for several successful program initiatives including Ready2Learn, Building Futures, and New Roots Providence, delivering enhanced efficiency and data-driven insights.

### Program Coordinator, New Roots Providence

January 2006 - February 2007 (1 year 2 months)

Providence, Rhode Island Area

As a Program Coordinator at New Roots Providence, I successfully coordinated operations and logistics for capacity-building trainings aimed at community-based organizations. This included providing technical assistance to program grantees, enhancing their operational effectiveness and impact.

### Plan USA

#### Youth Engagement & Action Coordinator

January 2005 - June 2005 (6 months)

Warwick, Rhode Island

### City of Providence

1 year

#### Policy Analyst, Office of the Mayor

2003 - 2004 (1 year)

Providence, Rhode Island

### Mayoral Fellow

June 2003 - August 2003 (3 months)

Providence, RI

### Multiple Food Service Establishments

#### Waiter/Caterer/Pizza Guy

June 1995 - June 2003 (8 years 1 month)

Providence, Rhode Island Area

Before my transition into white collar roles, I had various experiences within the food service industry including waiter, caterer, and pizza maker. These roles taught me invaluable soft skills that I continue to leverage in my current professional capacity. Customer service, time management, adaptability, and teamwork served as the foundation of my professional development.

I want to highlight the importance of these experiences. Not only did they provide a practical skills and a customer-oriented perspective, but they also honed my ability to operate under pressure, manage competing priorities, and maintain a positive attitude even in the most challenging situations.

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## Education

Brown University

Master of Arts - MA, Urban Education Policy · (June 2019 - May 2022)

University of Rhode Island

BA, Political Science · (1999 - 2003)

Classical High School

· (September 1995 - June 1999)