

# Devin Shade

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## Professional Experience

### *Homeward Alliance*

#### **HMIS Specialist Sept 2024-Present**

- Led strategic oversight of HMIS operations, aligning data systems with Continuum of Care (CoC) goals and HUD compliance requirements to improve community-wide service delivery.
- Developed and implemented operational workflows and data governance protocols that increased reporting efficiency and improved data quality across participating agencies.
- Conducted in-depth data analysis to identify trends, service gaps, and performance metrics, driving strategic decision-making for homelessness prevention and intervention programs.
- Synthesized complex data into executive dashboards and visual reports using tools such as Excel and Tableau, supporting strategic planning and compliance reporting.
- Collaborated with program directors and senior leadership to develop customized reports for grant applications, audits, and community needs assessments.
- Served as a liaison between frontline HMIS users and executive teams, translating technical data challenges into policy recommendations and system enhancements.
- Oversaw cross-agency collaboration to standardize data collection practices, streamline intake procedures, and strengthen interagency coordination.
- Provided consultative training and capacity-building support to agency partners, enhancing system adoption and operational consistency.
- Directed compliance and risk management reviews to ensure alignment with HUD HMIS Data Standards, privacy regulations, and ethical data usage.
- Managed vendor relationships and contributed to system configuration and enhancement planning to ensure scalability and responsiveness to evolving needs.

### *Guild*

#### **Business Development Representative Nov 2023 - Sept 2024**

- Develop and execute outbound communication strategies to build and maintain a pipeline of strategic partnerships.
- Engage with senior-level HR, Technology, and Finance executives to facilitate high-level conversations for business opportunities.
- Utilize in-depth research and analysis on target personas and companies to craft compelling, tailored messages that resonate with prospects.
- Foster strong relationships with potential partners through consistent, clear, and engaging communication.
- Create and manage personalized email sequences (1-to-1, 1-to-few, and 1-to-many) to drive engagement and alignment for both myself and colleagues.
- Write and send customized LinkedIn messages to prospects, aligning tone and content to individual profiles for maximum impact.

#### **Procurement Operations Specialist Mar 2023 - Nov 2023**

- Coached, developed and trained employees in company policies and compliance requirements
- Corrected issues and handled emergencies through responsive and decisive leadership

- Resolved stakeholder problems personally, responding to inquiries and complaints
- Monitored performance metrics focused on driving results of key business areas
- Automated business processes for improved speed and accuracy
- Produced weekly reports outlining operational successes and gaps for use of senior management
- Oversaw integration of upcoming plans into daily business operations
- Developed and implemented procedures and policies to help support organizational goals
- Collected and documented data from a variety of sources to provide an end-to-end picture of business operations
- Recommended improvements to current business processes with evidence-based suggestions

#### **Associate, IT Asset Manager Oct 2021 - Mar 2023**

- Assist business cases/proposals and roadmap planning for current and new purchasing decisions
- Established a mutually supportive network with internal stakeholders
- Led several cross-functional meetings and presented to SVP on quarterly accomplishments and project updates
- Created documents and presentations for distribution to internal stakeholders, outlining planned implementation measures in clear, easily understandable language
- Drafted internal implementation process templates to standardize and expedite repetitive responsibilities
- Support and maintain formal IT documents such as policies, procedures, and expectations to ensure consistent and scalable sustained productivity
- Manage and monitor all hardware inventory, software licensing, and all necessary hardware refresh, and renewal processes
- Maintained strict adherence to stakeholder requirements for areas such as budgeting, regulatory compliance and delivery deadlines
- Confirmed resource availability and allocation for projects, preventing operational interruptions through proactive oversight

#### **Key Achievements**

- Implemented a CoC-wide data quality feedback loop with automated alerts for missing or incorrect data, improving data entry accuracy by 40% within three months.
- Facilitated a collaborative working group of 12 agencies to consolidate intake forms and synchronize client assessment criteria, reducing client processing time across the system.
- Analyzed six months of service utilization data to identify low-barrier shelter bottlenecks and presented findings to the CoC board, leading to a strategic reallocation of funding.
- Exceeded sales quota by 112%.
- Managed and maintained a broad range of vendor relationships, overseeing implementation, cost analysis, reporting, contract renewals, negotiations, and end-user support.
- Achieved proven cost savings of over \$36,875 per quarter through standardization and lifecycle tracking.

#### **Prior Experience - (9 years+)**

##### *Fisher's Bar*

##### **Lead Bartender 2020-2021 (1 year+)**

- Managed purchase orders and maintained vendor relationships.
- Supervised front-of-house staff, addressing guest concerns with professionalism.
- Built and maintained strong relationships with both local and seasonal clientele.
- Applied a responsive approach to handling conflicts and guest issues.

- Consistently maintained an organized and efficient work environment, even during high-traffic periods and throughout the pandemic

*Deno's Mountain Bistro*

*Bartender 2018-2020*

- Continuously expanded knowledge of rotating wine products to provide informed recommendations.
- Collaborated with team members on opening, service, and closing procedures.
- Expertly handled monetary transactions and generated reports.
- Organized products to maintain an orderly, accessible setup.
- Provided diligent and dependable service in a fine dining setting.

**Familiar Tools**

- |  |           |
|--|-----------|
| ● Google Workspaces/Microsoft Suite        | ● Tableau |
| ● Zendesk                                  | ● SFDC    |
| ● PM Tools (Asana, Jira, Trello, Airtable) | ● Looker  |

**Skills**

- |                           |                                     |
|---------------------------|-------------------------------------|
| ● Project Management      | ● Critical Thinking/Problem Solving |
| ● Executive Communication | ● Data Analysis & Interpretation    |
| ● Writing & Editing       | ● Process Optimization              |
| ● SQL                     | ● Data Visualization                |
| ● Technical Writing       | ● Business Process Documentation    |

**EDUCATION** - University of Texas, Full Stack Coding Bootcamp - March 2024 Graduate

