

John Porazzo

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PROGRAM MANAGEMENT & OPERATIONS

Offers recent successes in program, project, and operations management in nonprofit and for-profit environments to help organizations drive participation and optimize program delivery. Regularly recruited to build revenue, improve efficiency, and streamline operations. Excels leveraging data to measure and optimize the impact of programs and marketing efforts.

Professional, committed, and visionary; leads by example to elicit optimal impact from employees, volunteers, and external stakeholders. Proficient in EPIC, PowerChart, SurgiNet, HubSpot, MS Word, Excel, PowerPoint, SharePoint, ADP Payroll and Time Management, and QuickBooks Online.

A recent graduate of Full Stack Web Development program with a focus on front-end and back-end languages and systems including HTML, CSS, Tailwind, Bootstrap, JavaScript, Node.js, Express, React, MySQL, MongoDB, Github, Mongoose, Sequelize, and GraphQL

AREAS OF SPECIALTY

Strategic Planning Consensus Building Staff Management Program Management Compliance
Workflows & Efficiency Marketing Project Management Volunteer Management
Full Stack Web Development JavaScript React Node Database Management

PROFESSIONAL EXPERIENCE

THE FAMILY PLACE, Norwich, VT

Director of Administration (October 2021 to December 2023)

As a member of The Family Place's Leadership Team, the Director of Administration plays a key role in strategic planning, effective operations, and ensuring community impact. The Director of Administration leads and develops a team to support the following areas: finance and budgeting, human resources, operations, facilities, and IT.

- Oversaw implementation of third-party Managed Service Provider for IT needs. Evaluated proposals submitted by area providers and made final recommendations to the Board of Directors work group. Serve as the primary liaison with the MSP Account Manager to meet evolving organizational needs and maintain internal compliance with cyber security and privacy policies.
- Developed human resource policies and procedures including the implementation of an updated employee handbook, analysis of benefits package, and enhanced performance management system. Designed the HR Associate role which was filled in August 2022.
- Support a variety of Leadership initiatives including the creation of the organization's three-year strategic plan, reconfigure organizational structure, update and codify finance and payroll policies and procedures.
- Plan and participate in advancement and development events, including the Gingerbread Festival, the major annual fundraising and community engagement event that welcomes over 1100 attendees
- Possess an intrinsic understanding of organizational culture; supports staff wellness and is instrumental in recruitment and retention efforts; shares vision and expectations for creating an environment dedicated to service excellence and exceptional client experience at all levels of the organization.

CONCEPT PROPERTIES, Boston, MA**Program & Operations Manager (October 2019 to September 2021)**

Recruited by the principal to introduce systems and programs to assure consistent delivery standards and profitability as the real estate firm grew from 15 to 25 associates. Institute process maps to drive continuous process improvement. Create and implement reports and collaboration tools to track, communicate, and evaluate performance. Execute accounts receivable and payable using QuickBooks.

GLASSHOUSE MEDIA, Milford, MA**Vice President, Business Development and Operations (February 2018 to October 2019)**

Oversaw day-to-day operations of a boutique marketing firm servicing the real estate industry. Managed human resource functions for the firm's 15 employees including payroll (through ADP), operating budgets, accounts receivable, accounts payable, employer-sponsored health insurance, and tax planning. Guided product development and implementation including virtual staging, building marketing collateral, and social media marketing. Developed and delivered sales presentations.

- Recruited by the CEO to accelerate revenue development and streamline delivery to meet increased demand. Achieved sales growth from \$375,000 to \$600,000 in 2018 and to \$900,000 in 2019.
- Created and implemented official employee handbook to codify company rules and performance standards and facilitate an engaging and dynamic work environment
- Organized and executed first annual company-wide training and retreat to share best practices for on-site and post-production work, communicate performance expectations, and evolve company culture
- Developed lead generation and account building programs, including implementation of a HubSpot CRM, to track activity and streamline communications for a client base of over 900 realtors located throughout New England
- Improved attainment of milestones for expansion and rebranding initiatives through the implementation of regularly scheduled strategy and planning meetings and the introduction of a Kanban workflow management framework

BOSTON CHILDREN'S HOSPITAL, Boston, MA**Patient Services Administrator, Surgical Programs Department (2016 to 2018)**

Promoted, based on the recommendation of the VP, Associate Director of Nursing and Director of Clinical Operations, to manage an 18-member staff. Ensured Joint Commission, Department of Public Health, and Magnet compliance related to environment, infection control, and patient safety. Managed a \$25M budget covering staffing, supplies, equipment, and special projects. Executed payroll for 300+ clinical and non-clinical staff working in three inpatient units and eight ambulatory programs. Trained staff in the optimal use of cloud-based applications including EPIC and PowerChart.

- Introduced workflow systems to help nurse managers improve efficiency by matching staffing levels to patient volume, improving cross-shift communication, and enhancing performance management dialogue
- Implemented programs, with performance measurement tools, to reduce readmission rates by scheduling follow-up appointments before patient discharge
- Coordinated an interdepartmental team to effectively deliver a service level agreement aimed at improving nourishment services for patients and families in all inpatient areas
- Led employee recognition committee that celebrated the performance of clinical and non-clinical staff

Program Administration Manager, Volunteer Services Department (2014 to 2016)

Promoted into a newly created role to build and manage a department that processes and supervises ~1,300

volunteers annually. Defined program mission and vision, created workflows, and trained volunteers on policies, procedures, and service excellence standards. Created and maintained office systems to support volunteer programs and provide accountability. Ensured that adequate internal controls were in place to comply with government regulations and to enable the Department to successfully execute its mission.

Administrative Coordinator, Department of Ophthalmology (2009 to 2014)

Hired, trained, and managed a team of seven direct reports and provided administrative support to the ophthalmologist-in-chief and two high-volume providers. Also supervised the Massachusetts Eye and Ear Infirmary satellite, while improving workflow processes including the Emergency Room follow-up program using Six Sigma methodology.

Other work experience: Museum of Fine Arts (Member Support), Northeastern University Housing Department (Student Services), Ikeda Center for Peace, Learning, and Dialogue (Assistant Office Manager)

EDUCATION

NORTHEASTERN UNIVERSITY Boston, MA

Graduate Certificate in Nonprofit Management (2015)

Bachelor of Science in Sociology; cum laude (2007)

Six Sigma White Belt & Yellow Belt

UNIVERSITY OF NEW HAMPSHIRE - Durham, NH

Full Stack Web Development Bootcamp - Certificate (2024)