# Skills and Abilities:

***Organizational Coach, Change Management, Masterful Interpersonal and Team Building Skills, Productive Meeting Facilitation Expertise, Executive Leadership, Strategic Planner, Staff Recruitment, Development, Motivation, and Retention Expertise, Strategic Relationship Development, Critical Thinker, Business Plan/Development Savvy, Effective Supervisory Experience, Strong Administrative and Technical Skills, Highly Organized, Sound Decision Maker, People and Project Manager, Team Builder, Resourceful, Influential, Effective in Engaging Others, Strong Written and Verbal Communication, Policies and Procedures Development/Implementation, Public Speaking, Inspirational and Informational Public Speaker, Visionary, Highly Competent, Commitment to Quality, Accountable, Workforce Developer, Program Development/Evaluation Designer, Highly Organized, Logical, Innovative, and Bright.***

**Highlights of Qualifications:**

* Served as a leader in social services and public education agencies, bringing innovative and creative customer service solutions to constituents and motivating teams toward goal achievement through training, workforce planning and leadership activities;
* Facilitated interdepartmental team building; initiated and presented communication and management workshops; created and administered training needs assessments and intervention designs for programs with high-tech engineering certifications;
* Volunteered for ten years on Coalitions, County Boards of Directors, and philanthropic, community-based organization committees and Boards serving children and families in California communities and organizational coaching professionals;
* Provided change management and customer service consulting to senior organizational leaders, participated in the implementation of an organizational restructure; assessed strengths and weaknesses of the organizations, with leadership, identifying areas for improvement and creating action plans including priorities and benchmarks;
* Designed and delivered key marketing and customer service strategies for a large public agency, developed a network of trainers to support and deliver technical services to educators and support technicians located statewide;
* Initiated change management, communications, training, and human performance initiatives related to education initiatives for a variety of health and human services agencies in California and for a complex, large-scale technology implementation project for a State of California project for 28,000 employees;
* Turned around poor performance to meeting all objectives for high visibility federal grants, and wrote, received, and administered federal (AmeriCorps), county (First 5), and other grants;
* Collaborated with agencies, community organizations and key public and community leaders, worked with advisory committees on community development and their plans for future technology dependent initiatives, and created opportunities for creative/collaborative business relationships through partnership development with multiple organizations;
* Developed and administered the technology and information services menu for California public schools and managed all program components in the areas of information resources and technology implementation.
* Provided leadership in two global corporate organizations, acquiring intensive consulting/management experience.

**Education:**

* Masters of Science in Organizational Development, Pepperdine University (Master’s Thesis in Leadership)
* Bachelors of Arts in Psychology, California State University Bakersfield (graduated with honors)

**Professional Experience:**

* State of California: Department of Social Services, Child Welfare Training Support Manager 2/09-Present:
* State of California: Office of Statewide Health Planning and Development, Communications Manager 11/08-2/09:

Work collaboratively with internal and external partners to direct day-to-day child welfare practice through training and resource/policy development. Serve in an oversight capacity with special projects involving legislatively mandated training and coaching supports in child welfare departments, probation departments, tribes, and within other organizations that provide training support to those serving children and families in need. Set goals, implement policies and strategic plan objectives with numerous groups of child welfare professionals. Facilitate statewide meetings about training (i.e. assessment of safety and risk, AB 12, and reducing long-term foster care). Manage contracts with universities to ensure that federal requirements are met for training for social workers and probation officers by Regional Training Academies and other qualified partners. Assure that efficient and equitable development, management, and delivery of CA's child welfare training occurs. Maximize funding opportunities and provide guidance for enhancement services and best practices. Motivate and support staff and management. For a major federal grant, serve as the Department representative to the federal technical assistance partners and counties as the capacity building lead providing expertise.

* *KidZKount: Placer Community Action Council, Inc.*  6/05-11/08:

**Associate Director** (beginning on 1/1/07) and **Director for Head Start AmeriCorps Project** (6/05-12/06): Auburn, CA

Developed policies and strategies to support consistent wellbeing of the agency’s child care workforce, serving in this leadership role and providing customer service leadership in the absence of the Executive Director. Supported the Executive Director in developing, implementing, and evaluating programs and designing strategic plans, leadership development initiatives, internal/external communication, and training staff in order to sustain (and plan to continue) the most healthy organizational culture. Coached and advised management staff weekly and supported other staff with morale building activities and job-related leadership and decision making technique practices. Managed relationships, contracts, and project services in Placer and Nevada Counties for child development and family service programs. Directed statewide, grant funded, AmeriCorps project for Head Start and Early Head Start programs—overseeing 14 programs in California counties with leaders, management staff, and AmeriCorps members—building succession planning and sustainability into Head Start programs. Served as the liaison, mediator, trainer, planner, manager, and administrative leader for agency Directors and Supervisors providing solutions to challenges occurring in providing quality services to children and families through AmeriCorps National Service. Wrote and received grants for a variety of project implementation visions, managed efforts of managers, designed and delivered implementation plans for organization’s systems and services for 26 Head Start and Early Head Start programs and additional partners ($6M budget), reduced costs, and developed and implemented strategies which provided higher levels of quality services to 700+ children, families, and staff. Implemented effective solutions to operational problems, prepared concise records, reports, other written and verbal correspondence, established and maintained relationships, developed priorities/action plans for effective program development, recordkeeping, reporting and monitoring. Improved service delivery, evaluated data quality and integrity through electronic reports, improved safety and wellbeing of children, researched, analyzed, and interpreted federal and state policies, monitored application of policies, implemented program improvement, and provided ongoing training and technical assistance, to staff, community and state partners, and board members.

* *Prevent Child Abuse California, Inc., Child Abuse Prevention Council of Sacramento, Inc., & Community School Solutions of California, Inc.* 7/02-6/05:

**Chief Operating Officer** (3/04-6/05) and **Training Division Manager** (7/02-3/04): Sacramento, CA

Provided change management, customer service, policy development/implementation, and organizational development support to Executive team, provided direction to managers and staff in writing/implementing grants and strategic relationships for public and private partnerships within and outside of the child welfare system; managed human relations, staff motivation, technology services, and operations of the agencies--including management of a large facility and providing mediation, organizational leadership and responsibility for the three organizations ($14M budget); built a highly successful training division designing, marketing, and delivering training while mentoring trainers and managing the complex, highly administrative division; developed business partnerships, marketing agency services throughout California to private and public agencies that serve children and families.

* *Accenture* (formerly known as Andersen Consulting) 10/00-5/03:

**Organization and Human Performance Consultant:** Sacramento, CA

Worked with government client organizations assessing organizational dynamics and creating new business opportunities (management consulting); consulted in areas of leadership development, customer service, technology implementation, collaboration/partnerships, employee/management empowerment, team dynamics, program development and operations, personnel management/motivation, and quality assurance; facilitated workshops/training sessions; developed communications/training plans for a Human Resources Management System PeopleSoft implementation for an organization of 28,000 employees; supported organizational development efforts; participated in training and coaching development opportunities as a learner and presenter.

* *Kern County Superintendent of Schools Office* 4/96-8/00:

**Technical Training Center Manager and Organizational/Marketing Manager:** Bakersfield, CA

Managed marketing efforts including business development and presentations to all K-12 clients and corporate partners in areas of technology and research; developed and managed the Network Academy Center project for all statewide training; created promotions; coordinated events; managed budgets; designed organizational strategies; and facilitated team building and organizational development work.

**Community Activities:**

* Elected Officer, Philanthropic Education Organization (2010-present).
* Organizational Coach for Head Start Programs in Placer/Nevada Counties (2006-present)
* Part-time Business Management Faculty for University of Phoenix (2008-present).
* Elected Board Member, Spirit of Coaching (2008-2010).
* Facilitated “Learning Conversations” for Placer County First 5 (2007-2009).
* Served as a member on the Executive Committee of the Sacramento County Children’s Coalition for the Sacramento Board of Supervisors (2003-2008).
* Appointed by Sacramento County Board of Supervisors as a member of Child Protective Services Oversight Board (2002-2008).
* Served as an active member of the Children’s Coalition (2002-2008).
* Served as Chair of the Sacramento Children’s Coalition (2006-2007).
* Owner, Masterful Strategies, Coaching and Consulting (2007-present).
* Served as Chairperson for the Sacramento County Children’s Summit (2004-2007).
* Served as Chairperson for Sacramento County’s Children and Family Services System Providers’ Committee (2003-2007).
* Served on California’s County Child Welfare Redesign Accountability Workgroup (2003-2006).
* Appointed to Sacramento Children’s Home Board (2005-2006).
* Appointed to Programs and Planning Committee of the Sacramento Children’s Home Board (2001-2007).
* Elected Board Member, Sacramento Crisis Nurseries (2001-2007).
* Child Care Volunteer (weekly), Sacramento Crisis Nurseries (2000-2004).
* Phone Support Line Volunteer, Sacramento Crisis Nurseries (fall of 2000-2004).
* Civic Representative at Accenture (2000-2003).
* Community Activities Volunteer, People Helping People Care (2000-2003).

**Certifications:**

* Certificates in Organizational and Life Coaching (2 yr. intensive program), Academy for Coaching Excellence, 2008
* Certificate in Workplace Mediation, Mediation Training Institute, 2002
* Certificate in Whole Life Coaching, Coaches Training Institute (CTI) Coaching School, 2001
* Certificate in Personnel Consulting, Orange Coast College, 1995
* Certificate in Mediation, The Mediation Center, 1993