

PROFESSIONAL HIGHLIGHTS

15 years experience in the development and management of affordable housing and neighborhood revitalization programs. Directly implemented 10+ million dollars in housing rehabilitation activities for nearly 4000 homes across 15 municipalities. **20+ years improving operational processes and strengthening diverse partnerships.** In partnership with National Council on Aging (NCOA) and Rebuilding Together, co-developed the Safe & Healthy Housing course/training module for the Aging Mastery Program (AMP). Professional core competencies include:

Affordable Housing • Neighborhood Revitalization • Healthy Housing/Healthy Aging • Program Strategy & Development • Marketing Communications • SME in Aging in Place, Fall Prevention & Accessibility • Change Management/Implementation • Budgeting & Compliance • Grant Writing

WORK HISTORY

Habitat for Humanity Greater Fresno Area

Director of Housing Preservation and Aging Services – July 2017 to Present

- Responsible for development of housing rehabilitation and aging programs across two counties (Fresno and Madera)
- Responsible for grant writing & department budgeting
- Growth of program budget from no external funding to over one million in funding for affordable housing preservation and aging services within 3 years.
- Leads partnerships with existing funders (city and corporate), community partners and community/neighborhood leaders to implement neighborhood revitalization approach to program delivery
- Leads efforts to incorporate aging strategies across all departments including Preservation, New Construction, Volunteerism and Social Enterprise (Retail)
- Serves as subject matter expert for Housing Preservation and Aging solutions
- Provides the oversight for staff across intake, inspections, in-house repair, subcontractor, and project management of programs
- Identify and secure funding opportunities, including development of in-house funding streams
- Leads ongoing development and improvement of departmental processes and systems/technology/partnership implementations
- Developed departmental Policies & Procedures, Rehab/Repair Standards, and standardized repair/modification specification for improved program delivery
- Actively provides assistance for national affiliates within peer learning groups

Rebuilding Together Silicon Valley

Safe at Home Program Director – Sept 2006 to Dec 2015

- Directed program that delivered Aging in Place, Critical Repairs, Weatherization, Energy Efficiency and Home Preservation services
- Continually refined service offerings based on cost/impact methodologies
- 8 straight years of continual program growth, providing over 4000 total repairs/modifications per year
- Created program strategies and service delivery methods replicated by affiliates throughout US
- Developed workflow systems and back-office tools to improve field staff/volunteer productivity
- Identified and incorporated numerous best practices that improved program quality and lowered operational costs
- Oversaw service delivery with local government partners that led to city/county contracts exceeding one million per year, for ten years running
- Led inspections for nearly 600 home assessments per year; assessing eligibility, financial viability, and identifying/planning for complex situations that may pose an issue with client satisfaction
- Created standards, vetted, managed, and evaluated all sub-contractors and their performance on a regular basis
- Regularly produced critical decisions based upon internal/external policies, governmental regulations, locale, best practices, as well as financial and technical constraints
- Assessed project and program financial statements on a regular basis to properly plan for client load, staff allocation and project scope
- Highly creative/innovative when dealing with process improvement
- Served as subject matter expert in the field of healthy aging through home modifications, providing leadership for community aging partnerships and falls prevention coalitions

SDL | TRADOS

Sr. Business Consultant (Enterprise Software Division) – 1999 to 2005

- Managed complex international process improvement projects simultaneously from conception to completion
- Worked with internal and external teams on requirements definition and project planning
- Managed project costs, timelines and budget allocations based on the requirements and scope
- Conducted business discovery sessions to map processes to identify improvements and areas for change management approaches
- Provided advice and leadership for improvements such as process modifications and process re-engineering
- Documented, prepared, and presented status reports, team findings and other relevant reports

- Initiated/led conference calls on daily weekly and regular bases, depending upon project maturity
- Led routine internal customer requirement meetings and prioritized, documented, and drove enhancement requests to product releases
- Co-created and delivered training material upon completion of projects
- Delivered workshop and assessment findings reports to both highly technical and executive teams
- Provided process integration expertise for users and back-end systems
- Project managed teams that involved, enterprise software re-engineering, enterprise software development releases, web applications, complex multi-enterprise software integrations and documentation
- Delivered operational/development change management techniques to ensure balance of centrally owned technology initiatives while maintaining input from regional/country managers.
- Prepared project plans that involved coordination and integration with 3rd-party project plans

OTHER SKILLS

Technology	Salesforce Neighborly Procore Adobe Suite Visio & Project WordPress MS Office														
Certifications/Skills	CAPS (Certified Aging-In-Place Specialist), CLIPP (Certified Living in Place Professional), Lead-Safe Certification (RRP), Healthy Housing Rehab & Repair Training – National Center for Healthy Housing, Spanish-speaking, Graphic Design, Copy writing, Photography (link), Videography (link), Social Media Management, Presentations and Public Speaking														
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