

QUALIFICATIONS SUMMARY

Strong proven ability to achieve organization's objectives through culturally competent strategic planning and execution, budget development and monitoring, fundraising, donor cultivation, and volunteer recruitment and stewardship. Able to facilitate planning and problem solving working groups, and relationship building and networking with diverse audiences including government, non-profit organizations, grassroots community advocates, and community associations. Strong analytic capacity and ability to read and interpret data including financial statements. Demonstrated ability to develop, execute and monitor progress to achieve intended goals and outcomes. Highly organized and focused. I am an advocate for community, asset based solutions and ideas, and inclusive dialogue and participation.

PROFESSIONAL EXPERTISE

- Strategic Planning
- Leadership Development
- Project Management
- Grant Writing (Awarded), Fundraising, Donor Relations and Special Event Coordination
- Publications and Website Development
- Demonstrated success in census building, revenue generation, staff retention, customer satisfaction and fiscal management

PROFESSIONAL EXPERIENCE

2015 – Present *Director of Operations, Hope Services Hawaii, Inc.*

- **Performance Management and Quality Assurance:** Responsible for the planning, development, execution and evaluation of programs, and ensures that program regulations and procedures are followed. Direct oversight of grant management and contract compliance including quality program management and outcome achievement. Responsible for the execution and evaluation of 29 program contracts, primarily government funded, of varying scope and complexity. Ensure consistency and accountability of service delivery systems within and across programs according to workflow to meet agency measurement metrics and improve efficiency. Continues to establish and update Standard of Operating Procedures and Program manuals. Improve and streamline consumer intake process and documentation. Directly supervise 4 operation branches, to include street outreach, emergency and transitional shelter, housing placement and case management, and facilities and maintenance with a total staff of 50 in both East and West Hawaii.
- **Talent Acquisition and Training:** Develop job descriptions, interview assessment centers and scoring matrices. Developed salary worksheet. Developed comprehensive new hire orientation and training plan.
- **Talent Development and Assessment:** Responsible for designing, developing and providing training and staff development programs including employee coaching and supervision and annual evaluation; serve as an internal consultant with knowledge and expertise in learning and organizational design. Ensure that programs are in place to assess, measure and enhance the performance of employees to include performance improvement plans and disciplinary action up to termination. Responsible for the implementation of employee development programs including succession planning, management development, change management and employee engagement.
- **Site Maintenance:** Oversee the maintenance, upkeep, compliance and safety of all facilities in coordination with the Facilities Manager.
- **Resource Development and Public Relations:** Grant-writing, special event planning, marketing, and public relations. Review, investigate and resolve all complaints/problems from staff members or clients associated with the program. Participates in committees, task forces, work groups and multidisciplinary teams as needed. Facilitates open and timely communication amongst and between team members, as well with external customers

2014 – 2015 *Disaster Recovery Coordinator, County of Hawaii*

- **Media Relations:** Reviewed subject matter and talking points for press conferences and media releases.
- **Public Relations and Education:** Facilitated community meetings and outreach, coordinated logistics for public lava viewing, coordinated and participated in public school outreach and education.
- **Recovery Resource Coordination:** Developed community needs assessment, coordinated and facilitated after incident reviews and working groups with health and human service providers, faith community, medical and mental health providers, animal rescue agencies and community associations relative to disaster management planning and execution.
- **Disaster Recovery Planning and System Development:** Conducted review and critique of system processes, developed new tools and procedures, conducted training with agencies including exercises to implement and evaluate procedure

effectiveness.

- **Agency and Government Liaison:** Represented the County of Hawaii at community meetings and received all questions and concerns.

2013 – 2014 *Community Advancement and Resource Development Director, Hawai'i Island United Way (HIUW)*

- **Community Advancement:** Developed content and executed semi-annual workshops for partner agencies in the areas of donor cultivation, public speaking and fundraising, grant management and reporting. Created exercises that led to increased networking among agencies to facilitate greater comprehensive impact for the community. Developed the semi-annual grant impact report. Represented HIUW at the County of Hawaii during Tropical Storm Iselle. Communicated community needs, spontaneous volunteer response, and the role of HIUW via Civil Defense briefings, radio, print media, television, phone conferences with donor organizations, and established HIUW media channels. Coordinated multi-agency, multi-disciplinary community outreach team of HIUW partner agencies and government agencies targeting high-risk, home-bound seniors. Coordinated the receipt and distribution of monetary, food and non-food donations from businesses, local and national charity organizations, and the general public. Fielded all phone calls, emails, and requests via social media from individuals requesting assistance, as well as spontaneous volunteers looking for ways to help. Collaborated with responding agencies to ensure comprehensive, unduplicated recovery plans were being implemented for the survivors. Drafted long-term recovery investment plan to present to the HIUW Community Building Committee and United Way Worldwide \$1MM anonymous donor. Coordinated acknowledgement and appreciation from HIUW to responding agencies. Coordinated after incident review meetings and SWOT analysis among responding agencies.
- **Resource Development:** Oversight of all processes of \$1MM annual fundraising campaign. Analyzed data in Donation Tracker to develop campaign plan and budget and generated weekly reports for the campaign committee. Identified data errors in Donation Tracker, set policies and procedures for data input, and trained staff to clean up database. Accurate and updated mailing list data resulted in significant cost savings in the execution of the direct mail appeal. Designed, wrote and coordinated distribution of the annual direct mail appeal. Coordinated and presented opportunities for giving at local businesses, government offices, schools, non-profit agencies and union memberships. Established, trained, and supervised staff and volunteers in the procedures for packet auditing and fiscal accounting to facilitate timely deposit of funds and generation of donor acknowledgement. Implemented donor cultivation strategies to include personal invitations to HIUW membership meetings, engaged Board of Directors to connect with and personally thank donors, and sent personalized holiday greeting cards to donors. Wrote, submitted and managed several successful grant applications. Led a successful pacesetter campaign including the reengagement of a large island-wide company and over 80% of partner agency participation.
- **Volunteer Recruitment:** Developed job descriptions, application and liability release forms. Researched, integrated into HIUW website and trained partner agencies on GetConnected volunteer recruitment software. Recruited, trained and supervised volunteers as campaign speakers, auditors, general clerical office support and special event support. Engaged Waiakea High School Key Club and summer program students to create County, State and Pacesetter campaign packets and University of Hawaii at Hilo's Accounting Club members as auditors, thus reducing staff time spent on these tasks. Trained campaign speakers island-wide, thus reducing both staff time and staff mileage. Recruited and trained volunteers to set up, oversee and assist guests with check-out using PayPal Square at the Evening In Paradise silent auction, resulting in accurate and timely reconciliation of financial transactions.
- **Marketing and Communication:** Redesigned website to include online giving option through PayPal and portal to volunteer. Maintained Facebook page with regular updates, resulting in an increase from 27 to 400+ followers in under 6 months. Wrote copy, created layout, and coordinated imagery for both print media (brochures, pledge forms, donation acknowledgement letters, holiday card, e-newsletters, and press releases), and non-print media (radio advertisements and campaign video). Ensured organizational transparency and donor acknowledgement through the creation and distribution of the annual report. Created and distributed promotional logo items.

2003 – 2013 *'Aha Pūnana Leo, Inc.*

- **2011- 2013 FUND DEVELOPMENT DIRECTOR**

Collaborated with Executive team, Advisory Board and Board of Directors to create strategic long-term financial projections and goals, and worked independently to develop and execute the objectives and tasks to reach goals. Coordinated the execution of all sponsorships, print collateral, and formal program for annual fundraising dinner, Ne'epapa. Directed a team of 30+ volunteers. Developed project concepts, wrote grant proposals, and prepared progress and final reports. Created marketing collateral including flyers, web design and copy, social media and multi-media promotions, and promotional items. Responsible for the identification, cultivation, solicitation and stewardship of individuals, corporations and foundations to encourage support for 'Aha Pūnana Leo's mission through sponsorship of annual event and private

philanthropy. Represented 'Aha Pūnana Leo at community events and conferences.

● **PROGRAM DEVELOPMENT**

Ke Ola O Ka Maui: Established a pilot program created for Native Hawaiians residing on the Continental US. Developed program budget, timeline and marketing strategy. Collaborated on the development of program content and curriculum. Presented and facilitated program workshops for both adults and children.

Niuolahiki Online Hawaiian Language Program: Held a lead role in the restructuring of the online program. Developed program budget, timeline and marketing strategy. Collaborated on the development of online modules using Moodle and Adobe Captivate. Created Hakalama Application for use on mobile devices.

Honuakai: Facilitated a series of strategic planning and management discussions to determine the long-term program goals, strategies, audience, funding and staffing.

● **2007-2013 EXECUTIVE ASSISTANT**

Prepared executive meeting agendas, prepared and disseminated meeting notes. Wrote and disseminated press releases. Prepared and managed contracts. Documented findings and prepared reports based upon employee evaluation meetings. Researched and strategized the development, marketing, budget and staffing of programs, including position descriptions and compensation to ensure financial and personnel sustainability.

● **2003 – 2013 INFORMATION TECHNOLOGY ASSISTANT**

Managed and supervised IT employees and contracts. Wrote job descriptions and contracts, interviewed applicants, conducted evaluations and terminated employees and contracts as needed. Researched and recommended software and hardware purchases, and forecasted needs for budget development. Provided statewide help desk support. Developed and executed training for statewide staff including general computer use and care, network connectivity, security, and software training. Researched and recommended IT best practices and policies. Designed concept, wrote code for online database tables, forms and reports, and provided training and documentation for statewide staff. Oversaw the migration, training and documentation of internal email system.

EDUCATION

2016	MA	Gonzaga University, Organizational Leadership
2012	BA	University of Hawai'i at Hilo, Communication, Hawaiian Studies and Sociology
2007	AS	Hawai'i Community College, Information Technology
1993	Diploma	Waiākea High School

PROFESSIONAL DEVELOPMENT

- Dr. Beverley A. Browning: Grant Writing Boot Camp
- OZ Principle: Accountability Training
- Franklin Covey: 4 Disciplines of Execution
- Texas A&M Engineering and Extension Services: Pediatric Disaster Response
- Carbonara and Associates: Grant Accounting
- Pacific Center For Collaboration: Facilitative Skills
- Pacific Center For Collaboration: Strategic Planning

COMPUTER LITERACY

Proficient in both Mac and PC environments.

Programs: Microsoft Office, Penelope, CaseWorthy, Adobe Captivate, Adobe Dreamweaver, Adobe Acrobat Pro, FileMaker Pro, Blackbaud Raiser's Edge and Education Edge, Donation Tracker and Quickbooks.

Coding Languages: HTML, PHP MyAdmin, MySQL, JavaScript.

PROFESSIONAL ALLIANCES

2016 – Present: Member, Zonta Club of Hilo

2016 - Present: Board Member, Waiakea High School Foundation

2013 - 2015: Ambassador, Americans for Indian Opportunity

2011 - 2013: Next Generation Fellow, Council For Native Hawaiian Advancement

2011 - 2013: Board Member, Ke Aloha 'Āina Hawaiian Civic Club

2011 - 2014: Director, Japanese Chamber of Commerce and Industry of Hawai'i

2011 - 2013: Member, Hilo Bay Rotary Club