
PROFESSIONAL SUMMARY

Dedicated and accomplished Program Director with over a decade of experience leading and managing diverse programs in both non-profit and corporate settings. Proven expertise in strategic planning, team leadership, and program development, with a consistent track record of achieving organizational goals. Adept at building positive relationships with stakeholders, ensuring compliance with regulatory standards, and fostering a culture of excellence within multidisciplinary teams. Recognized for driving operational efficiency, implementing quality assurance measures, and cultivating strong community engagement. Seeking a challenging Program Director position to leverage strategic and leadership skills in making a significant impact on organizational success.

CORE COMPETENCIES

Program Management | Team Leadership | Regulatory Compliance | Stakeholder Engagement | Budget Management | Training and Development | Quality Assurance | Grant Writing | Fundraising | Community Outreach | Leadership Development | Conflict Resolution | Crisis Management | Public Speaking | Project Management | Policy Development | Risk Management | Data Analysis | Communication Skills | Decision-Making | Time Management | Networking | Event Planning | Relationship Building | Cultural Competency | Program Evaluation | Resource Allocation | Change Management

PROFESSIONAL HISTORY

Donor Center Director

Oct 2022 - Present

Octapharma Plasma, Inc.

- Provides strategic leadership and oversight for the overall management and operations of the donor center, ensuring adherence to regulatory standards and company policies.
- Develops and implements effective donor recruitment strategies to meet collection goals, collaborating with marketing and outreach teams to enhance community engagement.
- Leads and inspires a multidisciplinary team, including medical, administrative, and support staff, fostering a positive and high-performance work culture.
- Ensures the efficient and compliant operation of the plasma collection process, overseeing donor screening, medical examinations, and the donation process.
- Manages the center's budget, financial performance, and cost control initiatives, aiming for optimal operational efficiency and financial sustainability.
- Implements and enforces safety protocols, infection control measures, and emergency procedures to guarantee the well-being of donors, staff, and the community.
- Cultivates and maintains positive relationships with donors, addressing concerns, providing exceptional customer service, and promoting a positive donor experience.

Program Director

March 2008 – Oct 2022

Family Service Center of Montgomery County & the Family Service Center of Lowndes County, Family Guidance Center of Alabama

- Designed, developed, and implemented comprehensive training programs tailored to address the evolving needs of both staff and program requirements, ensuring continuous professional development.
- Cultivated and maintained positive working relationships with State Department of Human Resources (DHR) staff, fostering collaboration and effective communication to support program objectives.
- Spearheaded the Quality Assurance process, overseeing the active participation of all staff. Provide hands-on training on file set-up, documentation procedures, and case management protocols.
- Developed and implemented strategies to streamline the Quality Assurance process, optimizing efficiency and ensuring the highest standards of service delivery.
- Served as the primary liaison between the organization and external partners, representing the program's interests in meetings, forums, and collaborative initiatives.
- Oversaw the development and execution of policies and procedures related to file management, documentation, and case management, ensuring alignment with regulatory requirements.

Program Director

2019 - Oct 2022

Coaching for Excellence in Employment, Family Guidance Center of Alabama

- Provided effective leadership and direct supervision to a diverse team, including site directors, program supervisors, case managers, and other program staff, ensuring cohesive teamwork and quality service delivery.
- Led the development and implementation of comprehensive adult education programs, including but not limited to GED programs, anger management classes, parenting education, and financial management classes, aligning programs with the organization's goals and community needs.
- Contributed to the strategic planning process, providing insights and recommendations to enhance the impact and effectiveness of adult education programs and related services.
- Led efforts in grant writing and fundraising activities, identifying potential funding sources and preparing grant proposals to support the sustainability and growth of the program.

- Collaborated with community partners, government agencies, and other stakeholders to enhance program effectiveness, expand outreach, and create a network of support for program participants.
- Implemented quality assurance measures to maintain program integrity and adherence to established standards, policies, and best practices.
- Developed and implemented strategies for community outreach and engagement, raising awareness of the program and fostering positive relationships with community members.

Coordinator

Dec 2006 - March 2008

Alabama Organizing Project (AOP)

- Spearheaded the planning, coordination, and implementation of the Grassroots Leadership Development Training Program, ensuring its alignment with organizational objectives and overseeing the development of the program curriculum.
- Efficiently planned and managed logistics for various AOP events, including workshops, conferences, and meetings, ensuring seamless execution and a positive experience for participants.
- Identified opportunities and strategies for expanding AOP's training activities, exploring new partnerships and platforms to broaden the reach and impact of the organization's educational initiatives.
- Supported fundraising efforts by identifying potential funders, cultivating relationships, and assisting in the preparation of compelling proposals to secure funding for AOP's initiatives and organizational growth.
- Assisted in the planning and coordination of Steering Committee meetings, providing administrative support, preparing materials, and ensuring effective communication among committee members.
- Coordinated GLD Advisory meetings, collaborating with advisory members, facilitating discussions, and ensuring the integration of advisory input into program development and improvement.

Social Worker Aide

Dec 2005 - Oct 2006

Family Sunshine Center (Domestic Violence Shelter)

- Provided direct support to social workers in offering assistance and guidance to individuals and families experiencing domestic violence, fostering a safe and supportive environment within the shelter.
- Assisted in crisis intervention, offering immediate support and resources to clients in distress, ensuring their emotional well-being and safety during challenging situations.
- Advocated for the rights and needs of clients within the shelter, working closely with social workers to connect clients with appropriate resources, services, and community support.
- Aided social workers in making appropriate referrals to community resources, such as legal services, counseling, and educational programs, to address the diverse needs of shelter residents.
- Maintained accurate and confidential documentation of client interactions, ensuring compliance with organizational policies and regulatory standards.
- Assisted in community outreach efforts to raise awareness about domestic violence issues, promote available services, and engage with potential collaborators and donors.

Employment Specialist

Jan 2004 - Oct 2005

Janice Capilouto Center for the Deaf

- Provided comprehensive job placement services for individuals within the Deaf community, assessing their skills, interests, and career goals to match them with suitable employment opportunities.
- Offered personalized career counseling and guidance to Deaf individuals, addressing their unique needs and challenges in the job market.
- Cultivated relationships with local employers to promote awareness and understanding of the Deaf community's capabilities, fostering inclusive hiring practices.
- Conducted assessments and vocational evaluations to identify individual strengths, challenges, and areas for skill development, tailoring employment strategies accordingly.
- Developed and conducted workshops and training sessions on topics such as job readiness, workplace etiquette, and career advancement, promoting skill development within the Deaf community.
- Maintained accurate and confidential records of client interactions, employment outcomes, and program effectiveness, ensuring compliance with organizational and regulatory standards.

Membership Specialist

March 2002 - Jan 2004

Girls Scouts of South Central AL. Inc.

- Spearheaded membership recruitment efforts, employing strategic initiatives to attract new participants and expand the reach of the Girls Scouts within the South Central Alabama region.
- Fostered strong relationships with local communities, schools, and organizations to promote and enhance the visibility of Girls Scouts programs, encouraging active participation and membership.
- Developed and implemented strategies to retain existing members, cultivating a sense of belonging and engagement through various activities, events, and program offerings.
- Collaborated with schools and community partners to integrate Girls Scouts programs into educational and extracurricular activities, promoting the organization's values and mission.
- Established effective communication channels with parents and volunteers, providing regular updates, addressing inquiries, and ensuring a collaborative and supportive environment.

- Promoted diversity and inclusion within the Girls Scouts community, implementing initiatives to ensure that programs and activities catered to the diverse needs and backgrounds of members.

Program Coordinator

Sept 1999 - March 2002

Montgomery Habitat for Humanity

- Facilitated community engagement initiatives, fostering relationships with local stakeholders, businesses, and volunteers to enhance program participation and support.
- Coordinated and managed volunteer recruitment, training, and scheduling for program activities, ensuring a sufficient and dedicated volunteer base to support organizational objectives.
- Provided support and guidance to program participants, addressing inquiries, resolving issues, and ensuring a positive experience throughout their engagement with Habitat for Humanity programs.
- Assisted in grant writing and fundraising efforts to secure financial support for program initiatives, collaborating with the development team to meet funding goals.
- Collaborated with the marketing team to develop promotional materials, social media campaigns, and other outreach strategies to raise awareness of programs and attract community participation.
- Responded to program-related crises or challenges, implementing effective solutions to minimize disruptions and ensure the continued success of program initiatives.

EDUCATION

Alabama State University, Montgomery, AL Bachelor of Arts in Public Relations	1999
Auburn University at Montgomery, Montgomery, AL Master of Public Administration w/ Certificate in Nonprofit Management & Leadership	2001
Troy University at Montgomery, Montgomery, AL Master of Adult Education	2007
Lewis University Certificate in Organizational Leadership Coaching	2017