

# Sample Resume: Eddy Administrator

## Eddy Administrator

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### Qualifications Summary

- Broad management background with over twenty years of experience in program planning and administration including fields of workforce and economic development and higher education.
- Creative systems thinker with an outcomes focus. Proven ability to achieve results while balancing competing human needs in diverse multicultural work environments.
- Exceptional diplomat skilled in working with governmental and non-profit and community agencies, and in building collaborative relationships with program stakeholders for mutual success.
- Detailed-oriented with keen operational mind, highly skilled in project management, program design, and meeting grant-mandated program outcomes.
- Strong fiscal manager with eye to detail and building internal accountability systems.
- Solid social justice orientation with deep commitment to helping improve the lives of others.

### Professional Experience

**Assistant Director, Workforce Network** – Portland Community College, Portland, OR 11/07 – present  
**Interim Co- Director** 7/08 – 12/08

- **Direct operations and oversee administration of Workforce Network's employment, training and educational programs** which serve 2,500 welfare clients and unemployed/displaced workers annually. (*Co-Director focus*)
  - Facilitated the implementation of the Steps to Success program redesign which increased client retention in and utilization of program services. Supported staff during transition to new workflows by facilitating regular input-meetings.
  - Actively strategized with Oregon Department of Human Services (DHS) regional managers and Mt. Hood Community College Steps to Success (STS) Directors to collectively resolve DHS budget shortfall and its impact on STS program design and services.
  - Analyzed program design and operations to identify positions to eliminate as a result of 50% decrease in DHS funding.
  - Provided steadfast leadership and support during period of staff layoffs by creating regular and ongoing opportunities for staff communication and feedback.
- **Direct program operations: fiscal, human resources and facilities.** (*Assistant Director focus*)
  - Manage \$4.5 million in grant budgets; analyzed fiscal procedures to identify sources of budget shortfalls in certain accounts. Instituted accountability systems to prevent future shortfalls.
  - Prepared several successful grant applications with management team (DHS's JOBS contract, Worksystems Inc.'s Adult/DWP grants, and a TriMet grant) for total awards of \$4.5 million.
  - Obtained a \$15,000 grant from City of Portland Bureau of Housing and Community Development by collaborating closely with Hacienda Community Development Corporation and PCC's Volunteer Literacy Tutoring program. Grant will fund literacy tutoring at Hacienda's Salon Comunal in NE Portland for two years.

**Director, Adult Basic Skills Department** – Mt. Hood Community College, Gresham, OR 11/01 -10/07

- **Managed ABE/GED, ESL and ENL programs of Mt. Hood Community College (MHCC)**, serving approximately 2,700 students annually at two MHCC campuses and two off-site grant-funded programs (Volunteer Literacy Tutoring and Corrections Education).

- Expanded class offering to meet diverse community needs by effectively managing program's 2.1 million-dollar budget (college and grant funds).
- Created department's first-ever full-time bilingual (Spanish-English) receptionist position to improve customer service to Hispanic student population.
- Coordinated and facilitated faculty in-services and other professional development activities for staff.
- **Collaborated with college division and community partners** to develop and implement career pathways programs for adult basic skills students.
  - Wrote and was awarded \$60,000 in new grants to develop career pathways trainings for non-native speakers of English.
- **Supervised operations of department's ABE/GED & ESL Assessment Center.**
  - Redesigned ESL and GED programs' assessment and accountability systems and tripled number of students who pre and post tested and increased student completion levels (on standardized tests) by 23% in two year period.
  - Increased customer service to a diverse student body by streamlining student intake procedures and redesigning all program intake and assessment procedures. Developed program implementation guides for all Adult Basic Skills classes and programs, on and off campus.
  - Promptly implemented audit findings by changing identified program policies and practices to ensure compliance with state and federal grant requirements.
- **Increased effective delivery of services to non-native speakers of English.**
  - Oversaw design and implementation of entirely new ESL curriculum which allowed students to purchase textbooks and take specialized ESL classes (workplace ESL and civics, etc.).
- **Supported staff development of professional skills** and performance by designing and implementing comprehensive professional development program for all department adjunct faculty.

**Manager, Translation Services Division** – CTS LanguageLink, Vancouver, WA 1/01 -6/01

- **Managed operations of \$4 million translation division.** Supervised four departments, 35 people.
  - Analyzed division budget and workflow; made recommendations to company CEO on strategies to improve efficiency and margins.
  - Developed salary scale for all positions in division, enabling company to contain personnel costs.
  - Organized translation software training for 20 division employees which resulted in company saving thousands of labor hours and dollars on translation projects.
- **Served as liaison between translation company management and a multicultural staff.**
  - Maintained a healthy and cooperative work environment for staff by communicating company policy, addressing staff concerns and diplomatically resolving conflicts in a responsive and supportive way.

**Project Manager, Translation Services Division** – CTS LanguageLink, Vancouver, WA 6/00 -12/00

## Education & Professional Development

The Johns Hopkins University, School of Advanced International Studies, Washington, DC 5/86

**M.A. International Relations**

Connecticut College, New London Connecticut 5/83

**B.A. Chinese Language**

## Professional Affiliations

National Council for Workforce Education; American Association of Community Colleges