

## PROFILE

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Strategic and results-driven Program Manager with a strong track record of leading teams, expanding services, and elevating compliance and project performance within non-profit organizations. Skilled in managing complex workloads with multiple deadlines, I excel in fast-paced environments that require sound judgment and proactive problem-solving. I am known for operating effectively both independently and in collaborative settings, and bring exceptional organization, accuracy, and follow-through to every project I support.

## PROFESSIONAL EXPERIENCE

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### Food Bank Manager III — ATCAA Food Bank

#### Amador-Tuolumne Community Action Agency, Sonora, CA — March 2025-Present

- **Digitized multiple legacy systems** to improve data accuracy, workflow efficiency, and partner reporting capabilities.
- **Increased state and federal regulatory compliance by 70%** by implementing USDA, CDSS, and Feeding America standards across all partner agencies.
- **Expanded Service:** Established two new community distribution sites, expanding service capacity and improving geographic access to food resources.
- **Retail Rescue Program:** Launched a Feeding America Retail Rescue program, increasing fresh food recovery and reducing waste through retail partnerships.
- **Revitalized the weekly Food for Kids** supplemental food program, coordinating distributions for 24 schools and improving service reliability.
- **Trained and supported food pantry agencies**, volunteers, and warehouse staff on client intake software, food safety procedures, and food bank program requirements.
- **Warehouse:** Coordinated daily warehouse operations, including staff task assignments, inventory movement, and weekly delivery scheduling.
- **Created and managed distribution** item lists, load orders, and pantry account logistics to ensure accurate and consistent product allocation.
- **Federal and State Reporting:** Calculated monthly poundage, provided required data for state and federal reports, and maintained compliance documentation.
- **Operations:** Ensured adherence to food safety, warehouse safety, and operational SOPs while fostering positive partner and community relationships.

*Specialized Skills:* Food Bank Operations Management, USDA/CDSS/Feeding America Compliance, Warehouse Logistics & Inventory Control, Distribution Planning, Retail Rescue Program Development, Client Intake & Partner Agency Software Training, Data Reporting, Metrics Tracking & Record Keeping, Partner Agency Relations & Volunteer Coordination, Food Handlers Certificate (ServSafe Certified), Forklift Operation (Certified), Suicide Prevention Training

## Program Director & Teaching Artist, Tuolumne County Arts, Sonora, CA — 2006-2025

- **Instructional Communication:** Designed and delivered over 500 art lessons to students, utilizing clear communication techniques to ensure comprehension of complex art concepts and integrate Social Emotional Learning (SEL).
- **Program Management & Outreach:** Coordinated multiple community-focused programs, including lesson planning, artist recruitment, and event promotion, increasing community participation by 40%.
- **Stakeholder Engagement:** Fostered relationships with public schools, artists, and community organizations to enhance program reach and secure funding, successfully revitalizing the “Arts Reach to Schools” initiative.
- **Event Coordination:** Led the promotion and execution of art shows, leveraging strong communication skills to increase public attendance by 35% through email marketing, social media, and local outreach.
- **Curriculum Development:** Created and communicated a S.T.E.A.M.-focused arts curriculum, securing grant renewals and demonstrating a strong ability to adapt content to diverse audiences and educational needs.

*Specialized Skills:* Lesson Planning, Art Direction, Event Promotion, Stakeholder Communication, Project Management, Community Outreach, Data Entry & Record Keeping

## Graphic Artist/Illustrator, Ursa Ink — 2020-Present

- **Collaborative Communication:** Partnered with clients to conceptualize and communicate design ideas, translating their visions into over 200 custom illustrations that enhanced branding and visual narratives.
- **Client-Focused Solutions:** Developed clear, actionable project plans for custom art and design projects, consistently meeting deadlines and client expectations.
- **E-Commerce & Data Management:** Managed a successful online store, overseeing product listings, order processing, and customer interactions. Implemented data-driven strategies that led to a 25% growth in product diversity and improved inventory tracking.
- **Content Delivery:** Authored and illustrated a subscription-based art service, communicating complex visual concepts to a global audience of 1,000+ subscribers through digital platforms.
- **User Interface Design:** Created intuitive 2D game assets and UI icons for mobile applications, improving user navigation and increasing downloads through effective communication of design improvements.

*Specialized Skills:* Adobe Creative Suite (Photoshop, Illustrator, InDesign), Figma, Digital Painting, WordPress, Data Entry, E-Commerce Operations, UI/UX Design, Project Coordination

## EDUCATION

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### Academy of Art University San Francisco — Associate of Arts Illustration, 2023

- Specialized in illustrative and environmental painting for gaming and digital media.
- 2022 Juried Exhibition, Spring Art Show. Academy of Art University, San Francisco

## CERTIFICATIONS

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- ServSafe Food Handler — ServeSafe — December 2025
  - Forklift Certified — OSHA Safety Training Institute — June 2025
  - ASIST Applied Suicide Intervention Skills Training — LivingWorks — June 2025
  - Shinjuku Japanese Language Institute — Japanese Language Intermediate certification
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